



## Car hire problems

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A consumer rented a car in France and just before leaving the car hire compound at the end of the rental period, an employee from another car hire company crashed into the consumer's hire car while it was parked. The consumer was not in the car at the time of the crash. The car was checked by all parties but days later the consumer discovered that he had been charged €310 for the damage. After almost a year exchanging correspondence, the issue remained unresolved and the consumer requested assistance from the ECC. Following the intervention of the Irish and French ECCs, the trader refunded €309.77 to the consumer.

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