

RentShield

AI-Generated Appeal Letter · EU Consumer Rights

To: GoldCar Customer Service
Departamento Reclamaciones
Aeropuerto Palma de Mallorca (PMI)

Date: 2026-06-12
Reference: RS-2025-08412
Rental: SEAT Ibiza · 14–21 Aug 2025

Subject: Formal dispute of damage claim — invoice INV-PMI-88142 (€350.00)

Dear GoldCar Customer Service Team,

I am writing to formally contest the damage charge of **€350.00** applied to my credit card on 23 August 2025 for alleged damage to the front bumper of the SEAT Ibiza (plate 4827-LMR) rented at Palma de Mallorca Airport between 14 and 21 August 2025.

1. Documented pre-existing condition

At pickup I performed a complete photographic inspection using the RentShield application. The 14 timestamped, EXIF-verified photographs taken on **14 August 2025 at 11:42 local time** clearly document a 4 cm scratch on the front bumper in the exact location later claimed as new damage. Photographs are attached as exhibits A1–A14.

2. Legal basis

Under **Directive 2011/83/EU on Consumer Rights** and Spanish *Real Decreto Legislativo 1/2007*, the burden of proof for damage occurring during the rental period lies with the rental operator. Damage already present at handover cannot lawfully be billed to the renter. Charging for pre-existing damage constitutes an **unfair commercial practice** under Directive 2005/29/EC.

3. Requested resolution

I request: (a) full refund of €350.00 to the original payment method within 14 days, and (b) written confirmation that the claim has been closed without prejudice to my consumer record. Failing this, I will escalate to the **European Consumer Centre (ECC-Net Spain)** and the **Dirección General de Consumo de las Illes Balears**, and initiate a chargeback procedure with my card issuer.

Yours sincerely,

Demo User

via RentShield · rentsshield.eu

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