

## **Complaint conciliation**

In order to solve complaints concerning rentals within Belgium, you may file a claim before “The Consumer Mediation Service”

North Gate II

Boulevard du Roi Albert II 8 bte 1

1000 Brussels

Tel: 02 702 52 00

Fax: 02 808 71 29

E-mail: [contact@consumerombudsman.be](mailto:contact@consumerombudsman.be)

Web: <http://www.consumerombudsman.be/en>

Europcar has also subscribed to the scheme of the European Car Rental Conciliation Service (ECRCS) (<http://www.ecrcs.eu>) in order to enable its clients to solve their complaints concerning cross border vehicle rentals within Europe.

You may file a claim to ECRCS

E-mail: [complaint@ecrcs.eu](mailto:complaint@ecrcs.eu)

Web: <http://www.ecrcs.eu/>

It should be underlined that this conciliation service can only help with disputes involving a ‘cross-border’ rental transaction occurring within the European Union - You must be a resident of the EU and the rental must have taken place in a different EU country. If your complaint concerns a non-cross-border rental you should raise the matter ECRCS will not be able to look at your complaint.

Finally or alternatively, either you or Europcar can submit the case to the competent court which is either the courts of your main residence or the courts of the country of rental.