Dear Sir/Madam,

I am writing to express my dissatisfaction with the service I received when I rented one of your cars on 13th March in branch of your company located at the airport in Los Angeles.

I reserved a model from medium price range (250$/week) online. However, when I wanted to collect a car your staff informed me that, car I reserved was not available at that time, while your website was showing it as an available. I was expecting a free upgrade for a bigger car but clerk on the desk refused to do that or to help my in any other way, instead he offered me two options:

-a smaller car, which was uncomfortable and had a smaller trunk;

-a bigger car for an extra 20$/day.

Moreover, he was very rude his attitude was “take it or leave it”. As a result, I took the bigger car for which I payed 490$. Also because of our long argue about a car I was late for my business meeting.

I request you to refund me the difference in the price between the car I reserved and the car I got. Otherwise I will take care to inform as much people as I can to know about the level of service in your company, Furthermore I will contact my lawyer to see if I can apply for the refund through legal actions.

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Your faithfully