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Case number 22909997

Arnav Dhamija <arnav.dhamija@gmail.com>
To: info@1fam.com

Tue, Jan 11, 2022 at 8:27 AM

Hi

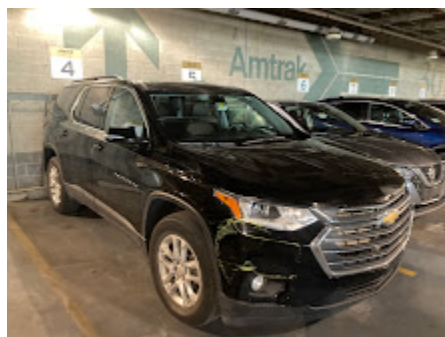
I am writing in response to case number 22909997 in which Hertz is claiming that I owe them the sum of \$1129.83 due to damage to their vehicle when I used it. I have clarified this matter with Hertz repeatedly and I have photo evidence of the vehicle before I took the rental. The evidence I have provided to Hertz is as follows:

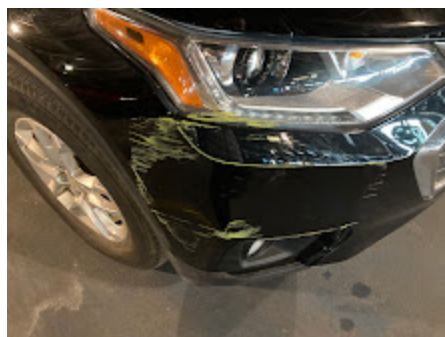
The car already had damage to its 12 front area (near the headlamp) when we received it and was not caused by us during our trip:

- 1) Attached are my photos of the condition of the car when I took it from the 30th St parking lot at 10:06am. I shot these photos using my phone before I stepped into the car as can be seen from the timestamp in the image's metadata. Also note the starting odometer reading at this time is 17708 miles: exactly what is on the receipt of the claim. The car clearly already has the very damage Hertz claims I caused during my rental period.
- 2) The pre-rental inspection report which shows an undamaged car was at 11821 miles on 28 October 2020. We picked up the car at 17708 miles on March 7 2021. The car has clearly been damaged in between, and there is no evidence from Hertz that the car was in clean condition before we picked it up.

Please do find the evidence attached.

Thank you.

4 attachments**IMG_6284.jpg**
2741K**IMG_6290.jpg**
2676K



IMG_6287.jpg
2790K



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24K