

Budget Case: 539

Reservation: 248

Rental Agreement

Dear Mr.

Thank you for contacting Budget Customer Service regarding your charge from your past rental.

We extend our most sincere apologies for any difficulties or inconveniences you have experienced.

We can certainly understand your frustration.

We appreciate you bringing this matter to our attention and will be more than happy to assist you.

We understand that you do not agree with the charges, we are sorry about the inconveniences,

but our team has already reviewed the case and we find the charges are valid, at the moment there is no further refund available.

Thank you for choosing Budget , we value your business and hope you have a great day.

Kind regards,

Jahaziel Rojas |

Representative | Customer Service

Budget Rent A Car System

Budget 5 [REDACTED]

Dear G [REDACTED]

Thank you for taking time to contact us regarding your experience with Budget in . Reports such as yours are most appreciated, since they help us target and correct areas of service which might be improved.

Any difficulties or problems encountered by a customer are a concern to us, and we apologize most sincerely for any inconvenience you may have been caused. We can certainly understand your frustration. Please be assured that your experience was not typical of Budget usual high standards, and that a report to the responsible manager has been submitted to prevent any recurrence.

This case has been sent to the department in charge of resolving this type of situation.

Also we must let you know that unfortunately this process may take three to five business days or up to one week.

We thank you in advance for your patience.

Please let us know if we may be of any further assistance.

Sincerely,

Enrique

Representative | Customer Service

My concern is that I was charged for having the Benz for all 4 days, when we only had it for 24 hours.

We had the Nissan for 3 days – less expensive vehicle.

Can the charges please be adjusted / refunded?

We can guarantee, for example, that if you reserve an intermediate vehicle, we will have an intermediate vehicle available for you. If by chance we do not, we will offer you a vehicle in the next available vehicle class at no additional charge. Upon arrival, you may advise the counter representative of your make and model preference within your vehicle class and, if available, we will be happy to accommodate your request.

Regrettably, we are unable to locate your rental agreement with the information provided. All records are kept by the Rental Agreement number; therefore, please provide the information listed below and return the form to us so that we may complete our investigation.

1. **Original rental vehicle @ \$63.99/day** was reserved for Feb 24, 2023.
2. Upon arrival at DFW airport, this **car was not available**, at which time I **upgraded the vehicle to a Benz SUV @ \$120.99/day** + additional Loss Damage Waiver @ 89.99/day + Sirius XM Radio @ \$7.99/day + toll pass + gas service option @ \$44.79.
The difference *at minimum: 5 days @ \$319.95 vs 5 days \$1139.64.
3. **Upon entering the vehicle, the care smelled strongly of marijuana.** Aren't there no-smoking policies in place? Your previous driver was potentially under the influence...
4. **The next evening, approx. 8pm, Feb 25th, I incurred a flat tire on the highway.** I was able to pull off at a rest stop in Salado, TX.
5. The Benz **SUV had NO Spare** tire.
6. **After about an hours' wait** and a somewhat confusing conversation, Budget Customer service advised me to:
 - a. wait for roadside assistance – which was **“going to be a long wait”, but I'd receive a text one help was dispatched.**
 - b. **then wait again** (without a vehicle to wait in) for and Uber ride to our hotel – 50 miles away. (Luckily, I was at a rest stop on the highway.)

OR

 - c. **I could go purchase a spare tire (and be reimbursed for it later)**
 - d. then call Budget back so they could dispatch roadside assistance.
 - *A tire for a Benz? in the middle of small-town Texas, at 9 o'clock at night? I had no vehicle, so I'd have to get an Uber rider to go buy a new tire?? Of course, the tire store, if it was even open at 9PM on a Saturday, might not even have a compatible tire....which would mean that I'd have to call around first and find one. This is preposterous.*
 - *Additionally, I was advised that if I left the vehicle, it would be considered leaving vehicle “unattended” – alleging I'd be doing something wrong.*
7. Over **30 minutes later**, I still **had not heard back from Budget about a tow truck/roadside assistance.** I called Budget again, reached a different representative, who told me they **had not been able to reach a tow truck driver.**
8. I was told to secure the “key” in the vehicle if I was going to leave it.
 - a. *My immediate response was I would not be able to lock the *FOB in the vehicle. New/luxury cars prevent this as a safeguard against one locking their keys in their car.*
9. **I was then cut-off from that phone call.**
10. Now, at 10:27PM, I called Budget a 3rd time. After **waiting over 30 minutes again, with no answer**, I hung up.
11. Next, I did try to lock the FOB in the car, but wasn't able to do so, just as I suspected. Therefore, I took the FOB with me.
12. I finally receive a text from Budget, but not about a tow truck, it was about reimbursement consideration – for *one Uber ride.
13. **Sunday morning, Feb 26th, still no text(s) from Budget**

14. I call Budget @ 11 AM. This representative wanted to know if the Benz had been towed from the overnight location, and before he could offer me any **help obtaining a THIRD rental car**, he needed confirmation of this. I informed him that I left the vehicle after a very brief description of the prior night's events.
15. Since I had to get to a job interview Monday, **I needed to secure a THIRD vehicle ASAP**. This Rep. **assured me that Waco, TX Budget, nearby was going to be contacted with my information, a new car would be assigned, and again – we'd receive a text.**
16. After **waiting an hour without a text confirmation from Budget**, I obtained another Uber ride to the Waco location
 - a. An hour later, I received a text – NOT pertaining to this THIRD vehicle. It stated: "The disabled vehicle is being delivered to N/A via tow"
17. Upon arriving at the Waco location, I walked in to two surprised employees. Neither knew of my dilemma.
18. **I was told that I was lucky, because they were "about to close in 10 minutes."**
19. **I was told there was only one vehicle available – a Nissan Kicks, and was asked if that was "OK?"**
20. "Did I have a choice?"
21. I did not request anything other than the vehicle. **No extra toll pass, no fuel plan, no insurance, no Sirius XM (which wasn't even an option in this downgraded, BASIC vehicle)**
22. Approaching the **vehicle in the parking lot, it was filthy.**
23. When **trying to clear the windshield, there was no water in the reservoir.** I had to drive to get a bottle of water to pour over the windshield, so I could safely see on my 100 mile drive to Dallas.
24. **At 12:20, I finally receive a text that my THIRD vehicle had been secured. This is laughable – because I was already driving it.**
25. **Monday morning, Feb 27th, 2023 – still no conclusive text about the Benz being towed from the highway.**
26. While on job interview Monday, I missed 2 phone calls from Budget. I was never told to expect calls. I was expecting texts, otherwise I may have been on the lookout for phone calls.
27. **Tuesday Feb 28th @ 5:06 AM** , as I'm preparing to return home to Tampa, FL, I receive a text stating: Budget is notifying me that **"we are still coordinating roadside services" on "my" behalf...."Thank you for your patience."**
28. **Wednesday, back at work in FL, I hesitantly call Budget and rehash everything – only to be told to call a different number.**
29. I was **given the new phone number and told to enter specific prompts** when calling.
 - a. When calling, **the prompts DID NOT MATCH the recorded menu options stated. Therefore, I called back THREE times.**
 1. **3:17 got cut off after 6 minute conversation with a human.**
 2. **Cut off again when calling back after entering initial prompt.**
 3. **3:26 – unable to reach a human – I hung up.**

30. Thursday, I missed a call from human: Jennifer, who actually left a message.

- a. She wanted to make sure I had “secured a place to reside” since the wait time for the tow and pick-up had taken such a long time.**
- b. Advised that I’d need to “waive liability”.**
- c. Needed confirmation from me that the car was still at 101 Washington Ave, Waco, TX**
 - 1. The disabled Benz was NEVER in WACO. Is was left in Salado, TX, at the rest stop.**

31. I tried to call Jennifer but reached another human who was actually able to tell me the Benz had “been inventoried”.

32. I asked if there was a specific number for me to call to address all the charges and request reimbursement. She gave me the number and also offered to transfer me – to which I replied YES.

33. When the next person answered, I explained the reason for calling. I was transferred to the wrong department and was told I needed to call the Billing department, no Reservations.

34. I was transferred again and there, in Reservations, I was only given the option to leave a message.

Charges which I have paid for were for a second/alternate rental car with additional insurance, Sirius XM, Toll pass, and fuel refill option.

I drove this vehicle for less than 24 hours, when it became disabled.

The 3rd vehicle driven (for 3 days) was a basic vehicle (was only car on the lot), with no additional insurance, Sirius XM, Toll pass, and fuel refill option.

Initially I offered to pay for:

1 day: Benz with extras

3 days: basic vehicle, no extras

Yet, I’ve never received an adjusted invoice or receipt.

The full amount I have paid is an incorrect overpayment.