



## NOTICE ON FILING CUSTOMERS' COMPLAINTS

We inform our clients that complaints regarding the quality of our services can be submitted in written form:

**Personally:**  
in the CARWIZ  
rent a car  
business premises

or

**By mail to the address:**  
RWIZ Romania  
Calea Bucurestilor 291 B  
Ilfov, Otopeni

or

**Through e-mail:**  
[customer.support@carwiz.com.ro](mailto:customer.support@carwiz.com.ro)

You will receive a response to your complaint in written form within 30 days of receipt of the complaint.

Required information: name and surname of the person filing the complaint, the exact address for submission of responses.

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