



Welcome to Dallas/Fort Worth!

We're thrilled to have you here, and we want to thank you for choosing us for your rental car needs. Exceptional customer service is our top priority. If you need any assistance during your rental experience, please don't hesitate to contact our management team directly — we're here to help!

To make your experience as smooth as possible, we've included answers to some frequently asked questions below.

Contact Information:

We're here to help! The best way to reach us is by **text or email**, but we've listed all available contact options below for your convenience:

Text Message

Customers who have opted in for messaging will receive a text within two hours of renting. This message connects you directly to our management team. You may opt out at any time.

Email

For any questions or assistance, feel free to email us at:

dfwcustomerservice@em.com

Phone

- **Enterprise:** 214-356-1918
- **Alamo/National:** 214-356-3130

Return Address:

Return Address

For vehicle returns, please enter the following address into your navigation system:

GOOGLE MAPS

Click this Link: [Enterprise/Alamo/National Return Address](#)

Then proceed up the ramp to the designated Enterprise/Alamo/National car rental return.

APPLE MAPS

Return Address: 2550 N Garage Dr Euless, TX 76039

Then proceed up the ramp to the designated Enterprise/Alamo/National car rental return.

Note: The **zip code/city** may vary slightly depending on the navigation app you use, but this address will guide you to the correct location.

Clear signage and shuttle service are available to guide you back to the terminal after drop-off.

After-Hours Returns

Yes — we're open **24 hours a day**, so feel free to return your vehicle at any time that's convenient for you.

Please remember to:

- **Remove all personal items from the vehicle**
- **Utilize our secure drop-box**

Clear signage is available to guide you to the return area, and shuttle service is provided to take you back to the terminal after drop-off.

Tolls:

All of our vehicles are TollPass™-ready, so there's no need to purchase or opt into any additional toll programs.

TollPass Service Fee:

\$4.95 per usage day, capped at \$34.65 per rental period. No charge on days you don't use a toll road.

TollPass Invoices:


Actual tolls are billed separately and charged to the debit or credit card on file once toll data is received from the toll authority (typically within 4–6 weeks)

You can view and pay your toll charges online at: <https://www.htallc.com/invoice/search>

You'll need either your rental agreement number or credit card number to access your invoice.

Roadside Assistance:

If you experience any issues with your vehicle, our Roadside Assistance team is available 24/7 to help.

 **Call:** 1-800-307-6666

For added peace of mind, you can purchase Roadside Assistance Protection for just \$6.99/day, which covers all roadside issues, including:

- Flat tires
- Lockouts
- Dead batteries
- Fuel delivery
- Towing

Lost and Found:

If you've left a personal item behind, you can easily file a claim online through one of the links below:

National: www.nationalcarlostandfound.com

Enterprise: www.enterpriselostandfound.com

Alamo: www.alamolostandfound.com

To submit a claim, simply reference your Rental Agreement Number and include your first and last name. If your item has been turned in, you'll receive an email notification with next steps.

Rental Switch-Out:

We make every effort to provide you with a safe, professionally cleaned, and well-maintained vehicle. If for any reason you're not satisfied with your rental, please contact us right away — we'll be happy to assist with a switch-out to ensure your experience meets our standards.

Rental Extensions:

Need to extend your rental? No problem!

Please refer to the **Contact Information** section of this document and reach out using your preferred method — whether by text, email, or phone — and our team will be happy to assist with your extension request.