

Better Business Bureau Complaint

Nathan Eckstrand

July 7, 2021

Date: The initial contact with the business was made around June 8, 2021. The cause of the complaint occurred on July 6, 2021.

Money: The initial moving estimate Pricing made was \$2654.91. The moving estimate I agreed to was \$3575.91. The company increased this estimate by \$3,000 nearly a month later. See below for details.

Business commitment: The business committed to moving my belongings (roughly the contents of a 5ft by 10ft storage unit) from Rockville, MD to Huntsville, TX.

Nature of Dispute: I initially contacted Pricing Van Lines in early June, asking for an estimate for moving. At that time, my mother (who talked on the phone with Alex Perez) asked if it was possible for Pricing to guarantee that the belongings would arrive between 8/6 and 8/8. Her notes (see attachment 1) from that conversation say “can’t guarantee a date” and “30 days storage in Huntsville.” She recalls Alex explicitly saying that Pricing could not guarantee a date of arrival per se, but that if they took the items in mid-June they could ensure that the belongings would be in Huntsville before we arrived in August, and that it would then be easy to make sure they were delivered to the apartment between the window of 8/6-8/8 for no extra charge.

Later, I talked with Alex and asked him the same question. I do not recall the exact wording of the conversation, but I remember coming away with the impression that Pricing could guarantee an effective delivery date of 8/6-8/8 even if not an official delivery date of such. I sent an email to Alex right after that conversation repeating that claim and asking him to guarantee it in writing (attachment 2). As the email record shows, Alex expresses no surprise or confusion at my mention of his verbal agreement. His follow-up email asking to talk on the phone was due to an increase of roughly \$1000 in the price, which is confirmed by the following email from him showing an increase in the estimate (which mentions nothing about having misspoken or made promises in bad faith).

In my follow-up call regarding the price increase, I again asked about the delivery date, and while I do not remember Alex’s exact wording, I again remember coming away from the conversation with the understanding that, even if not part of the written contract and barring something unexpected (e.g. a collision), Alex could effectively guarantee my belongings would arrive in the window requested. (As this question was posed to all moving companies I requested quotes from, and is a key part of my moving plans, I would not have chosen Pricing if they had not agreed to it.)

On July 6, I received a call from Pricing meant to confirm the details of my move. I talked to Ron (I do not know his last name, but his email address is ron@movingservicessteam.com and phone is 305-422-1447.). After discussing what would be moved, we turned to the topic of the move’s details. Ron was surprised to hear that I expected my belongings to be delivered between 8/6-8/8, stating that the company could only guarantee delivery 3 to 21 business days after the move-in date of 8/6. Given that 3 business days after the 6th is the 11th, the soonest Ron said I could expect my belongings is already past the latest date Alex assured me I could expect my belongings.

I asked about storing my belongings in Huntsville until 8/6. Pricing Van Lines guarantees 30 days of free storage, but Ron stated that my belongings would probably be stored in Baltimore and that it was unlikely that they would be stored in Huntsville. In addition, he stated, contrary to my understanding with Alex, that if my belongings were stored in Huntsville, delivering my belongings to my apartment would be considered a second move and I would be charged accordingly. We asked Ron to honor the signed contract and verbal agreement reached with Alex, and Ron said it was impossible.

Ron, my mother, and I discussed various aspects of the issue before agreeing that Ron would look into whether Pricing Van Lines could meet our requirements. Ron called at 11am on July 7 to say that the best they could do was to add an additional \$3000 to the initial estimate, roughly double what was earlier agreed to. This is far more than I can afford. At this point, we decided to cancel the move.

It is now too late to arrange for another mover, in part because it is peak moving season and in part because this is a busy moving year due to the pandemic ending.

Has business tried to resolve dispute: The only offer made was to roughly double the cost for the moving services we were guaranteed verbally would be provided free of charge.

Account #: The job number for Pricing is P1238920.

Attachment 1

Questions for Pricing Van Lines
Alex alex@pricingvanlines.com
305-571-6583
Estimate: \$2926 with insurance

not accredited B + 4.68/5.0

1. Is this a binding estimate?

- a. **A non-binding estimate** on your contract means the company cannot require payment more than 10% above the original estimate. Any overages must be paid within 30 days of delivery.
- b. **A non-binding to exceed estimate** on your contract insures that you will not have to pay for any overages to the original estimate. The estimate is the maximum you'll be required to pay for any services rendered.
- c. **A binding estimate** on your contract is supposed to be a guaranteed price for the move and all extras and services. If you request additional services (such as unpacking), any extra fees must be paid within 30 days of delivery.

The estimate says "Binding" - *Clarify*

2. Can you guarantee a delivery date of August 6 or 7?

*can't guarantee a date
30 days of storage in Huntsville*

3. Is insurance included in the estimate?

It includes \$16,398 full value protection with \$1500 deductible.
includes crating of TV

2651.91 Today's estimate

4. Do you have full (replacement) value protection?

5. Can you pickup at a storage site? Is there any extra charge for this (3rd floor with elevator)?

\$75 already added

6. Can you move plastic bins or only boxes? Do they all need to be taped?

7. Are there any other fees we should be aware of?

Attachment 2



Nathan Eckstrand <eckstna@gmail.com>

Your Moving Estimate 1238920

4 messages

Alex - Pricing Van Lines <alex@pricingvanlines.com>
To: eckstna@gmail.com

Tue, Jun 8, 2021 at 2:20 PM



Binding Moving Estimate

Job No: P1238920

Pricing Van Lines 901 Pennsylvania Ave. Suite 3- 369 Miami Beach FL 33139 Phone: 1-800-814-4884 US DOT: 2569749	ICC MC: 885193	Consultant: Alex Perez Direct: 305-571-6583 E-mail: alex@pricingvanlines.com Web: http://www.pricingvanlines.com
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<u>Pick-Up:</u> Nathan Eckstrand Address: 13717 Valley Drive 4 Research Place Level, Floor, Apt: City, State, Zip: Rockville, MD 20850 Contact Phone1: 3017871102 Contact Phone2: 3013403133 Email: eckstna@gmail.com	<u>General Information:</u> Long Distance: 1406 miles Estimated Volume: 2733 LBS (390 CF) Estimated Rate: \$0.67 per lbs. Pick-Up Window: 07/13/2021 - 07/17/2021 Created on: 06/05/2021
<u>Delivery:</u> Nathan Eckstrand Address: 149 Col Etheredge Blvd Level, Floor, Apt: City, State, Zip: Huntsville, TX 77340 Contact Phone1:	

<u>Service Estimate</u>	
Basic Estimate Price	\$1831.11
Fuel Surcharge: 9.00 %	\$164.80
Bubble Wrap	\$0.00
Additional Stop	\$75.00
Flight of Stairs/Elevator	\$75.00
Packing Materials	\$10.00
Carrier Total	\$2155.91
Booking Fee	\$499.00
Total Moving Estimate	\$2654.91
Customer Payment:	\$955.77

Articles List 20 Items, 83 Pieces

Qty	Items	CuFt	Qty	Items	CuFt	Qty	Items	CuFt
	general		5	Box Large 18x18x24	25	1	Mattress Dbl/qn	32
30	Box Medium 18x18x16	90	10	Box Medium 18x18x16	30	2	Suitcase Large	16
2	T.v. Over 21 To 41	10	15	Box Small 16x12x12	23	1	Suitcase Small	5
	storage		1	Box Spring Dbl/qn	29	1	Table Coffee	9
2	Basket	6	1	Chair Folding	2	1	Table End	5
1	Bike Pump	2	1	Desk Single	22	1	Table Kitchen	15
4	Book Case	43	1	Inflatable Kayak	6	1	Tools Bundle	5
						2	Wall Shelves	20

Full Value Protection (FVP) is available for purchase on your moving day; it can also be waived. Using an estimated value of \$16,398.00, including Full Value Protection with a \$1500 deductible, the estimate of your move is \$3081.31. This may differ if you change the value of your move. Moving insurance may be purchased for a lower cost before moving day by contacting Moving Insurance at **877-313-6399**. Please see the section on [Liability Valuation Insurance](#) below for more info.

Services You May need:

Purchase Moving Boxes: [Order MOVING BOXES Online](#)

For Auto Transport free quote call: 844-608-2698

Click on [Online Electronic Signature](#) to confirm your move online. E-SIGN APPLIES

Understanding Your Estimate

1st possible move in day by the 6th

Standard Full Service Move Includes:

- Standard loading and unloading of all items.
- Transportation of your shipment.
- Disassembly and reassembly of standard furniture pieces.
- Blanket wrapping of furniture pieces to help to prevent unexpected damages.
- Tolls, fuel, taxes, and mileage.
- All furniture placement in designated rooms.
- Moving of the items up to 75 feet from your residence.
- Basic limited liability protection of \$0.60 per lb. per article.
- One free flight of stairs at origin and destination.
- 1 month FREE storage if needed.
- An itemized inventory of all the items moved.

Please Note: Certain items on a full standard move may be subject to a special Handling Fee, or a Bulky Item Fee. Those fees may be applied to custom-built furniture, pressboard, particle board furniture, or heavy objects (e.g. safes) or unusually large or awkward/odd-shaped items.

Platinum Full Packing Service Move Includes:

- All services included with Standard Full Service Move.
- All packing materials including tape, bubble wrap, boxes, shrink wrap, packing paper.
- The cardboard crating of items too large to fit in a box.

- Crating such as breakables items, TV's, mirrors, pictures, glass.
- Packing service and boxing of items such as dishes, clothes, books, children's toys, mattresses, etc. at your place of origin

*Unpacking of boxes at time of delivery available upon request for an additional charge.

Pricing Van Lines recommends that you keep all family photo albums or other irreplaceable items with you rather than have them sent with the carrier. As unlikely as it may be for those items to get misplaced or damaged on your move, there is no point in taking that risk. Pricing Van Lines would like to remind you that carriers will not carry perishables, liquids, dangerous or hazardous materials, live plants, or animals.

Please note: All loose items or plastic bags must be boxed if not the carriers will box them for you for an additional charge. Pricing Van Lines also recommends that you inform your carrier in writing regarding items of extraordinary value.

Moving Estimate Information:

Your estimate price is based on the accuracy of the inventory provided. As some estimates provided may be over-estimated to ensure a total price, you are only responsible for 85% of the shipment size/cost quoted (subject to a 1400 lb. minimum). Pricing Van Lines binds their agreements to the items listed on your estimate. As a moving broker, Pricing Van Lines is able to provide you with a binding estimate. A binding estimate is based upon the articles and services listed and provided by you, the shipper. In the interest of an accurate quote, and given that this estimate is not based upon an "in-home" survey, please make sure that the actual item sizes listed do not exceed 10% of their assigned cubic footage or weight based values. Pricing Van Lines would like to point out that as a moving broker, it is in its best interest to have the estimated volume on its quote to be as accurate and as close to the actual shipment. Additional items will be charged at your current rate per cube/lb., subject to space availability on the truck.

Your estimated price is guaranteed not to change unless you order additional services, add additional items, or additional weight to be moved which are not listed on the estimate. This document is a binding estimate and not a contract. The contract for moving services is the "bill of lading" which is entered into by the customer and the actual moving company (carrier); Pricing Van Lines is not a party to that contract. As a properly licensed interstate broker, Pricing Van Lines is not a motor carrier and will not transport an individual shipper's household goods, but will coordinate and arrange for the transportation of household goods by an FMCSA authorized motor carrier, whose charges will be determined by its published tariff. All estimated charges and final actual charges will be based upon the carrier's tariff which is available for inspection from the carrier upon reasonable request. In acting as a moving broker/shipper's agent, Pricing Van Lines is not responsible for any acts or omissions of the carrier or its employees or agents. Customers must pursue the carrier for all claims for property damage and personal injury or death, including without limitation, any claims of damage to property, lost or stolen goods, delayed pickup or delivery, actions of estimators, drivers, packers, or movers, or other claims.

Notice of Maximum amount due upon delivery: Final charges will be based on actual weight or cubic feet/volume of property and services provided. Maximum amount demanded at time of delivery, prior to unloading, is the amount of the non-binding estimate plus 10%; or 100% of the binding estimate. Actual charges may exceed the amount of estimate if additional services were ordered or required to be performed; if a customer moved additional items, weight, or cubic feet; or if extra service options such as packing or storage were necessary. On the day of pickup, your carrier may offer you a new revised estimate listing all costs for the entire move including the additional services ordered or additional items to be moved, if any. The total price will be the same as the price listed on this estimate if your inventory's estimated weight/volume has not changed and if you do not require/order additional services. If your inventory's estimated weight/volume increases or if you require/order additional services, however, then your price may change based on the rate per pound and/or cubic feet stated in this estimate. In such a case, the carrier is required to provide you with a written revised estimate listing the additional services and charges for your approval. The carrier may not begin any work unless you approve the written revised estimated price. We advise that you do not allow the mover to load the truck or perform any services before you agree in writing to the new estimate. If you have not signed the carrier's revised estimate, and the carrier loads the truck, then Federal regulation requires that the carrier has reaffirmed the original estimate and cannot demand additional payment at delivery for the additional items. Any balance due above the binding estimate would need to be billed by the mover thirty (30) days after delivery.

Physical Survey Waiver Agreement: In accordance with 49 CFR §371.113(c)(1), the "shipper agrees to waive a physical survey of the household goods and alternatively agrees to receive a BINDING estimate based upon the shipper provided item list of property to be transported."

Agents: The customer understands that the carrier may use agents or independent subcontractors on all orders. Additionally, unless the customer purchased an exclusive use of the vehicle option, there is no guarantee that the property will not be temporarily stored or offloaded and reloaded onto a different vehicle then performed pickup and consolidated with other shipments.

Accessorial Services:

You should advise your Pricing Van Lines representative of any accessorial services, such as flights of stairs, elevators, extra drop-offs or pickups, re-delivery, storage, long carries, or other services needed; as these may incur supplementary charges. Applicable charges will be based upon the carrier's tariff, with the exception of the following predefined items:

Stairs (between 5 to 7 steps): The first flight of stairs will be free at pickup and delivery; each additional flight will be charged \$75.00 per flight or by the carrier tariff.

Elevator: By the law there will be a one time charge of \$75.00 for elevator at the origin and destination place (unless otherwise disclosed).

Long carry: An added charge for carrying articles over 75 feet between the mover's vehicle and your residence additional charges will be calculated at the rate of \$1.00 per foot based on \$75 increments for up to each additional 75 feet.

Shuttle service: Additional charge will be added where use of a smaller vehicle is needed to provide service to residences that are not accessible to a normal moving van.

Liability/Insurance:

Pricing Van Lines recommends that prior finalizing your selection of liability level, you consult with your [Your Rights and Responsibilities When You Move](#) pamphlet (provided by your carrier). Additional information is also available on the government website www.protectyourmove.gov. Pricing Van Lines gives their customers the option of choosing whether they want to purchase Full Value Protection (FVP) based on the adjusted declared value of your shipment and the deductible offered by the carrier, or if they would like that option waived. By waiving that option, you agree to the liability option of 60 cents per lb. per article. This means that if a desk that weighs 100 lbs. was to sustain damage during the course of your relocation, the maximum carrier liability would be \$60. The option to make that decision can be made with your carrier on the day of your move. Basic limited liability protection is included with every move. Distinct from the two options outlined above, it is also possible to procure an insurance policy for your move from a third party, such as: [Baker International](#), [MovingInsurance.com](#), or the insurer of your choice. If you are interested in insuring your goods, arrangements should be made in advance of your move date. Pricing Van Lines does not have any direct affiliation, nor does it endorse any particular insurance provider.

Estimated Delivery Schedule:

0 - 500 miles -- 1-7 business days.

501 - 1200 miles -- 2-14 business days.

1201-3300 miles -- 3-21 business days.

*Delivery schedule begins from the first date you will be ready to accept your shipment. This may be listed as the "1st available date" on the estimate.

Business days do not include weekends or holidays.

Pricing Van Lines is not responsible for late pickup or delivery of your goods and will not be required to pay direct, indirect, or incidental damages arising from the carrier's late pickup or delivery. If you paid for expedited pickup or delivery, and the carrier fails to perform accordingly, the carrier is required to issue you a refund or a credit against any amount due at delivery.

Preparing for Your Move:

Customer has agreed to receive and subsequently received the FMCSA publications "[Ready to Move? – Tips for a Successful Interstate Move](#)" and "[Your Rights and Responsibilities When you Move](#)" via email hyperlink and accessed the Federal consumer protection information on the Internet.

Summary of Dispute Settlement Program:

As a household goods moving transportation broker licensed by the US Department of Transportation, Pricing Van Lines will attempt to resolve disputes that might arise between a shipper and a carrier. Section 49 U.S.C. Section 375.211 provides that a mover must have a program in place to provide shippers with an arbitration alternative. Arbitration is optional and not required under Federal law.

A. Summary of the arbitration process: Arbitration is an alternative to courtroom litigation. It provides each party to the dispute an opportunity to present their case and allows a neutral third party arbitrator to make a decision as to the merits of each side's case.

B. Applicable costs: Each party is responsible for their own costs associated with arbitration. A benefit to the arbitration alternative may be that it is less expensive than traditional litigation. Each party is responsible for 50% of the costs associated with securing the arbitrator and 100% of their own expenses, including but not limited to attorney fees.

C. Legal effects: If the arbitration alternative is chosen, then any decision made by the arbitrator may be binding. Additionally, an arbitration decision may not be appealed in a court of law. Please contact us directly at ☐ (786) 528-6086 if you wish to participate in or get more information about the arbitration program of a particular carrier.

Cancellation Policy:

Please keep in mind that once your move is scheduled, space is reserved with a carrier, and truck routes are determined. As a result, carriers must be compensated for losses resulting from such cancellations. Rest assured that Pricing Van Lines does not keep funds for moves that do not take place. That said, we do kindly request that all cancellations be submitted by phone or in writing to Pricing Van Lines at least seven (7) days prior to your first scheduled pickup date. Pricing Van Lines makes no expressed or implied warranties or guarantees concerning pickup or delivery time or the location of a carrier to provide the transportation service requested. In the event that Pricing Van Lines is

unable to locate a carrier on or before the scheduled pickup date and no transportation has been provided, you will receive a refund of your deposit as full satisfaction of this agreement, releasing Pricing Van Lines from any liability by cancelling the move. In the event that your move is postponed, you may choose to place your reservation on hold, and deposits may be used or applied as a deposit on a future move, as long as the move is picked up within twelve (12) months of the initial deposit date, and the move is still one arranged by Pricing Van Lines.

In the event you require the cancellation of your move, please direct your cancellation request via one of the following methods:

1. By phone to: (786) 446-9520
2. By e-mail to: dispatch@movingservicesteam.com
3. By mail to: [901 Pennsylvania Ave. Suite 3-369 Miami Beach, FL 33139](#)
4. By fax to: (786) 733-3926

Payment:

Deposit: One third is due when booking your move. This is a portion of the total price of your move. Reservations may be by major credit card, check by phone, wire transfer, or Bitcoin.

At pickup: 50% of the balance must be made directly to the carrier (money order, certified check, or cash). Credit card payments are accepted only for deposits. In the event that you wish to use a credit card at pickup, please consult your representative prior to scheduling your move.

Delivery: The remaining balance is due in full at the time of delivery prior to unloading of truck (cash or postal money order).

Pricing Van Lines does not earn a commission or take a share of any adjusted fees or other charges assessed by the carrier at pickup or delivery. Pricing Van Lines wants to help you avoid additional charges, so please make sure your inventory is accurate and complete. If you need to make adjustments to your inventory prior to your scheduled move, please contact Pricing Van Lines up to 2 days prior to your move. Pricing Van Lines encourages you to call us when your carrier arrives for pickup.

Complaints Policy / Filing a Claim:

Since Pricing Van Lines is licensed as a Moving Broker with the FMCSA, it is not responsible for carrier delays, cancellations, loss, damages, or theft of goods. In the event that you are required to submit a claim, you must do so by submitting directly to the carrier. All claims must be submitted in writing to the carrier within no more than nine (9) months from delivery. The signed inventory will serve as the primary document relating to the condition of any and all articles being claimed. It is the shipper's responsibility to inspect and indicate damaged or missing items on the inventory documents at the time of delivery. Payment for claims are subject to the limitations of liability as described on the Bill of Lading, and in accordance with the liability option contractually selected by the shipper. If you require assistance in receiving information regarding obtaining the carrier's claims information, you may call ☐ (786) 528-6086. Pricing Van Lines will contact the carrier on your behalf in order to make sure that information is provided to you.

Helpful Tips:

In order to minimize the risk of damages, Pricing Van Lines recommends that while doing your own packing, you follow these helpful tips: Make sure that all your containers are carefully packed and sealed well by tape. Make sure that your sealed boxes are well marked (recommended to mark both the front and at least one of the sides). When marking your boxes or labeled containers, it is best to use a permanent marker. Please make sure that all your drawers are emptied (this would apply to all dressers, file cabinets, nightstands, etc.). Please make sure that all bags containing items are placed inside closed and sealed boxes. Please be advised that if not done prior to the crew's arrival, they will do this for you at an additional charge. For more information regarding your up and coming move, please visit our website www.pricingvanlines.com.

Recorded Phone Calls:

Pricing Van Lines may record phone calls for quality purposes.

Their phone calls will not be released to customers unless being conformed to a court order, or when Pricing Van Lines may consider it to be appropriate. This decision may be taken by Pricing Van Lines's sole discretion in an attempt to solve a dispute.

Legal:

The validity, interpretation, construction, and performance of the terms and conditions of this estimate are governed by the laws of the State of Florida without regard to its conflicts of law principles. Any suit, action or other legal proceedings commenced to resolve any matter arising under the relating to any provision of this agreement shall be commenced only in a court of the state of Florida (or if appropriate a federal court located within the state of Florida), in either case located in Miami Dade, Florida, and you and Pricing Van Lines consent to the jurisdiction of such court. You and Pricing Van Lines accept the exclusive jurisdiction and venue of those courts for the purpose of any such suit, action or proceeding. You and Pricing Van Lines also irrevocably waive any right to a trial by jury in any action, suit or other legal proceeding

arising under or relating to any provision of this agreement.

ANY DISPUTE RESOLUTION PROCEEDING AGAINST PRICING VAN LINES, WHETHER IN ARBITRATION OR COURT, WILL BE CONDUCTED ONLY ON AN INDIVIDUAL BASIS AND NOT IN CLASS, CONSOLIDATED, REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL LEGAL ACTION, UNLESS BOTH YOU AND PRICING VAN LINES SPECIFICALLY AGREE TO DO SO IN WRITING FOLLOWING INITIATION OF THE DISPUTE RESOLUTION PROCEEDING

This Section does not apply to the carrier. Choice of law, jurisdiction and related matters affecting the carrier most likely will be set out in the carrier's bill of lading or other agreements.

For more information on preparing for your upcoming relocation, please click on the following link:

<http://pricingvanlines.com/moving-101.html>

Thank you for the opportunity to gain your business, and we look forward to assisting you through your moving process!

WARNING: If a moving company loses or damages your goods, there are 2 different standards for the company liability based on the types of rates you pay. **BY FEDERAL LAW, THIS FORM MUST CONTAIN A FILLED-IN ESTIMATE OF THE COST OF A MOVE FOR WHICH THE MOVING COMPANY IS LIABLE FOR THE FULL (REPLACEMENT) VALUE OF YOUR GOODS** in the event of loss of, or damage to, the goods. This form may also contain an estimate of the cost of a move in which the moving company is liable for FAR LESS than the replacement value of your goods, typically at a lower cost to you. You will select the liability level later, on the bill of lading (contract) for your move. Before selecting a liability level, please read Your Rights and Responsibilities When You Move, provided by the moving company, and seek further information at the government website www.protectyourmove.gov.

WARNING: If a moving company loses or damages your goods, there are 2 different standards for the company liability based on the types of rates you pay. **BY FEDERAL LAW, THIS FORM MUST CONTAIN A FILLED-IN ESTIMATE OF THE COST OF A MOVE FOR WHICH THE MOVING COMPANY IS LIABLE FOR THE FULL (REPLACEMENT) VALUE OF YOUR GOODS** in the event of loss of, or damage to, the goods. This form may also contain an estimate of the cost of a move in which the moving company is liable for FAR LESS than the replacement value of your goods, typically at a lower cost to you. You will select the liability level later, on the bill of lading (contract) for your move. Before selecting a liability level, please read Your Rights and Responsibilities When You Move, provided by the moving company, and seek further information at the government website www.protectyourmove.gov

Click on Online Electronic Signature to confirm your move online. E-SIGN APPLIES

Moving Services Credit Card Authorization

Job #: P1238920

Moving Date: 07/13/2021

I, Nathan Eckstrand, authorize **Moving Service**, to charge the following credit card Master Card -8321 with expiration date 07/2022 in the amount of **\$955.77** plus 5% processing fee of **\$47.79** to a total of **\$1003.56**.

Billing Address: [13717 Valley Drive](#)

City, State, Zip: Rockville, MD 20850

By signing below, I acknowledge that some charges may appear separately on my credit card statement, but will not exceed, in total, the amount I am authorizing above. Furthermore, I fully acknowledge, authorize, and accept this form as a complete and equal substitute for an imprinted charge slip. I hereby direct my financial institution to honor this form as a complete and equal substitute for an imprinted charge slip and thereby waive any and all representment rights associated with this transaction.

Please be advised that, depending on your financial institution, some transactions may take up to thirty (30) days in order to reflect on your account.

Click on Online Electronic Signature to confirm your move online. E-SIGN APPLIES

Card Holder's Signature

Date

THANK YOU FOR YOUR BUSINESS!

If you no longer wish to receive emails from Pricing Van Lines, please click on [remove me](#)

Nathan Eckstrand <eckstna@gmail.com>
To: Alex - Pricing Van Lines <alex@pricingvanlines.com>

Tue, Jun 8, 2021 at 2:34 PM

Hey, Alex.

Thanks for talking a minute ago. I've reviewed the document and it all looks good. I would just like written confirmation of one thing: that my belongings will be delivered between 8/6/21 and 8/8/21. I believe you said this was possible verbally earlier today.

If I get that, then I'm ready to sign. Talk to you later today.

Best,
Nathan

[Quoted text hidden]

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Nathan Eckstrand, PhD
Visiting Assistant Professor of Philosophy
Fort Hays State University
Editor-in-Chief, Blog of the APA
eckstna@gmail.com
naeckstrand@fhsu.edu
Pronouns: he/him/his

Alex Perez <alex@pricingvanlines.com>
To: Nathan Eckstrand <eckstna@gmail.com>

Tue, Jun 8, 2021 at 2:39 PM

Nathan I do apologize but I made a mistake with your reservation. I'll give you a call shortly!

Sincerely

Alex Perez
Personal Moving Consultant
Pricing Van Lines
D: 305-571-6583 | Mon-Fri 10am-7pm EST
alex@pricingvanlines.com
<http://www.pricingvanlines.com>



[Quoted text hidden]

Alex - Pricing Van Lines <alex@pricingvanlines.com>
To: eckstna@gmail.com

Tue, Jun 8, 2021 at 3:08 PM



[Quoted text hidden]

Service Estimate

Basic Estimate Price	\$1831.11
Fuel Surcharge: 9.00 %	\$164.80
Bubble Wrap	\$0.00
Additional Stop	\$75.00
Flight of Stairs/Elevator	\$75.00
Peak Moving Dates Surcharge	\$1000.00
Packing Materials	\$10.00
Carrier Total	\$3155.91
Booking Fee	\$420.00
Total Moving Estimate	\$3575.91
Customer Payment:	\$1305.77

[Quoted text hidden]

Full Value Protection (FVP) is available for purchase on your moving day; it can also be waived. Using an estimated value of \$16,398.00, including Full Value Protection with a \$1500 deductible, the estimate of your move is \$4002.31. This may differ if you change the value of your move. Moving insurance may be purchased for a lower cost before moving day by contacting Moving Insurance at **877-313-6399**. Please see the section on [Liability Valuation Insurance](#) below for more info.

[Quoted text hidden]

[Quoted text hidden]

Moving Services Credit Card Authorization

Job #: P1238920**Moving Date: 07/13/2021**

I, Nathan Eckstrand, authorize **Moving Service**, to charge the following credit card Master Card -8321 with expiration date 07/2022 in the amount of **\$350.00** plus 5% processing fee of **\$17.50** to a total of **\$367.50**.

Billing Address: [13717 Valley Drive](#)**City, State, Zip:** Rockville, MD 20850

By signing below, I acknowledge that some charges may appear separately on my credit card statement, but will not exceed, in total, the amount I am authorizing above. Furthermore, I fully acknowledge, authorize, and accept this form as a complete and equal substitute for an imprinted charge slip. I hereby direct my financial institution to honor this form as a complete and equal substitute for an imprinted charge slip and thereby waive any and all representation rights associated with this transaction.

Please be advised that, depending on your financial institution, some transactions may take up to thirty (30) days in order to reflect on your account.

Click on [Online Electronic Signature](#) to confirm your move online. E-SIGN APPLIES

Card Holder's Signature

Date

[Quoted text hidden]