

We have tried to handle this differently but that didn't work so now we will just send out a warning!!! We recently hired Two Men and a Truck to handle our move and considering we have moved more than 10 times in our military career this was extremely upsetting and we have NEVER experienced this issue. The price for this move was about \$3,000!!!! Prior to the move we repeatedly asked them if they wanted to see the house and gave them the specifics of our house. They arrived at 9 am and my husband was still there helping them load and unload after midnight. They ran out of boxes pretty early in the day and they began to wrap my containers without securing the items inside. We did discuss this with them, but no changes were made. (We were up against a deadline since we were closing on our house.) Since they did not bring a big enough truck they had to unload it into the storage unit and then come back which caused delays and added to the cost. We saw many items simply set into the truck including the large bedroom mirror leaning up against a kitchen chair without being wrapped or protected in any way. (We have plenty of pictures including the inside of the truck immediately prior to driving off where it looks like things were thrown in if you need proof.) Since they did not finish loading everything from the house, my husband and I had to pack and load many items including bookcases at 6 am the next morning. Once in the storage unit (where they unloaded) I found my bathroom towels and rugs in a heap on the floor. My bedroom furniture drawers were not wrapped and they have been stacked on each other with metal stands leaning against them. The art work from our house is stacked in the dresser drawers unwrapped and unprotected. So far we have found four broken pictures, but can only see so far into the unit.

We were there the entire time and were asking about how it was being handled. No real response or concern. We had been assured that they had it all covered and there would be no problem completing the move in one day. Since this did not happen the closing on our house had to be delayed and my husband and I had to cancel work to finish the move. We had hired someone to clean the house prior to the new owners taking possession, but since my husband and I were still loading furniture and DRAWERS of items they had missed the cleaning had to be cancelled. (We had to do it after loading our furniture into my van and a trailer borrowed from a neighbor.) We have attempted to deal with the company and the owner said he cannot refund some of our money but will give us a discount when they move it to our new home. Due to the way it was packed and put into storage, I am very worried about what we will find when it arrives at our new home. I feel like we are being held hostage by this company because if we hire someone else they will be able to say that the other company caused the damage. I guess the best I can do is provide warnings. We have many pictures some I have posted on Facebook and some I have not. I am truly heartbroken that this happened. We have many boxes of pictures, memories, awards and military memorabilia that I am dreading have been damaged. We have never filed a complaint on a mover in all of our moves. Yes, we have had things broken, but that kind of comes with the territory. This was a very different issue and I hope we can save someone else what we have gone through with this company.