




Jitender Grover &lt;jitendergrover0101@gmail.com&gt;


**GetMovers New Order - 13127846772 4/27/23**


20 messages


**GetMovers Canada** <customersuccess@getmovers.ca>  
To: jitendergrover0101@gmail.com

Mon, Apr 24, 2023 at 5:56 PM



 **Call us Now**  
**18885863070**

 **Email us**  
**info@getmovers.ca**

 **Hours of operation**  
**7 days a week!**

Dear Jitender Grover ,

**THANK YOU FOR CHOOSING GetMovers Canada as your Moving services provider.**

Please review the services we have reserved for you. You can check the information and our terms and conditions, please contact us if you have any questions or concerns.

As we continue to provide you with the best possible Customer Service we kindly ask that you direct all your questions and concerns to our dedicated **Customer Service Team at the following number: 1-888-651-8591.**

We look forward to a successful working relationship!

Please find the Order below and the breakdown of the prices for all services.

**Order #13127846772**

4/27/23

Jitender Grover

+15148090882

[jitendergrover0101@gmail.com](mailto:jitendergrover0101@gmail.com)**Moving From**Building type: **Apartment**Bedrooms: **2**Address: **11903 162 Avenue Northwest, Edmonton, AB, Canada**Unit: **106A****Moving To**Building type: **Apartment**Bedrooms: **2**Address: **1230 Verdier Ave, Brentwood Bay, BC V8M 1P2, Canada**Unit: **106A**

**Service: Long Distance Move****Moving crew and a truck****Delivery Time: 3 to 21 business days (from pick up date)****First 1000 lb: \$1,500****Each additional lb: \$0.95 per lb****All prices are subject to applicable taxes.****Notes:**

**125 \$ off route charge in Edmonton | 550 ferry fee to drop off address | Standard assembling/disassembling tools included | plastic wrap is included | weight scale receipt will be provided | any ferry cost added will be passed to a client | Delivery between 3 -21 business days | A deposit of \$799 to be e-transferred to [info@getmovers.ca](mailto:info@getmovers.ca) Best regards, Customer Service Manager Jack**

**ARRIVAL TIME:** Our Dispatch team will be contacting you to confirm the pick-up window one business day before the scheduled date of the move.

The quote provided does not reflect the final price of your move, as this is only a general quote.

All charges are based on the ACTUAL weight of the shipment. Once the goods are picked up and loaded, the shipment is scaled to verify and determine the actual weight of the shipment. A scale ticket will be provided to confirm the scaled weight of the shipment. By adding additional inventory to the shipment, this will result in additional charges which will result in increased updated minimum weight charges.

Please note: assembly/disassembly is not included and will be done at an extra cost, starting from \$100/piece - this service must be requested in advance to allow extra time for the crew to prepare with tools.

We do not assemble or disassemble any IKEA furniture items.

**RESCHEDULE IS FREE!**

Let us know ahead of time and we'll try our best to accommodate, subject to crew availability.

**30 DAYS FREE STORAGE!**

All storage requests must be advised at the time of booking. If storage is not requested, it will not be stored and will ship out for delivery. Up to 2000 lb storage price is \$250 per month (minimum) and after that its \$0.10 per pound on monthly basis if applicable. Storage rates are not pro-rated and are charged on a monthly basis only.

The actual weight will be determined at the certified scale facility following the pick-up date. This usually happens within 2-3 business days following the pick-up date. You will receive a phone call from dispatch with the total weight and total invoice based on the actual weight. Your scale receipt and invoice will be given on delivery day.

Please make sure that the driveway and pathway to your home are both clear of snow, ice, or anything else that may be an obstacle so that your move can progress in a fast and safe manner.

Our exclusive partner in long distance hauling is Troy Transportation Moving and Storage Services Inc.

Extra fees that may be applicable:

Stairs at origin or destination address

Long Carry fees that may be applicable or origin or destination address

Packing services performed or packing materials used

Shuttle Service/Rental of shuttle truck

We may also add an extra charge for heavy items above 200 lb (piano, antique furniture, gym equipment, etc.)

Regards,  
GetMovers Team  
+18886518591

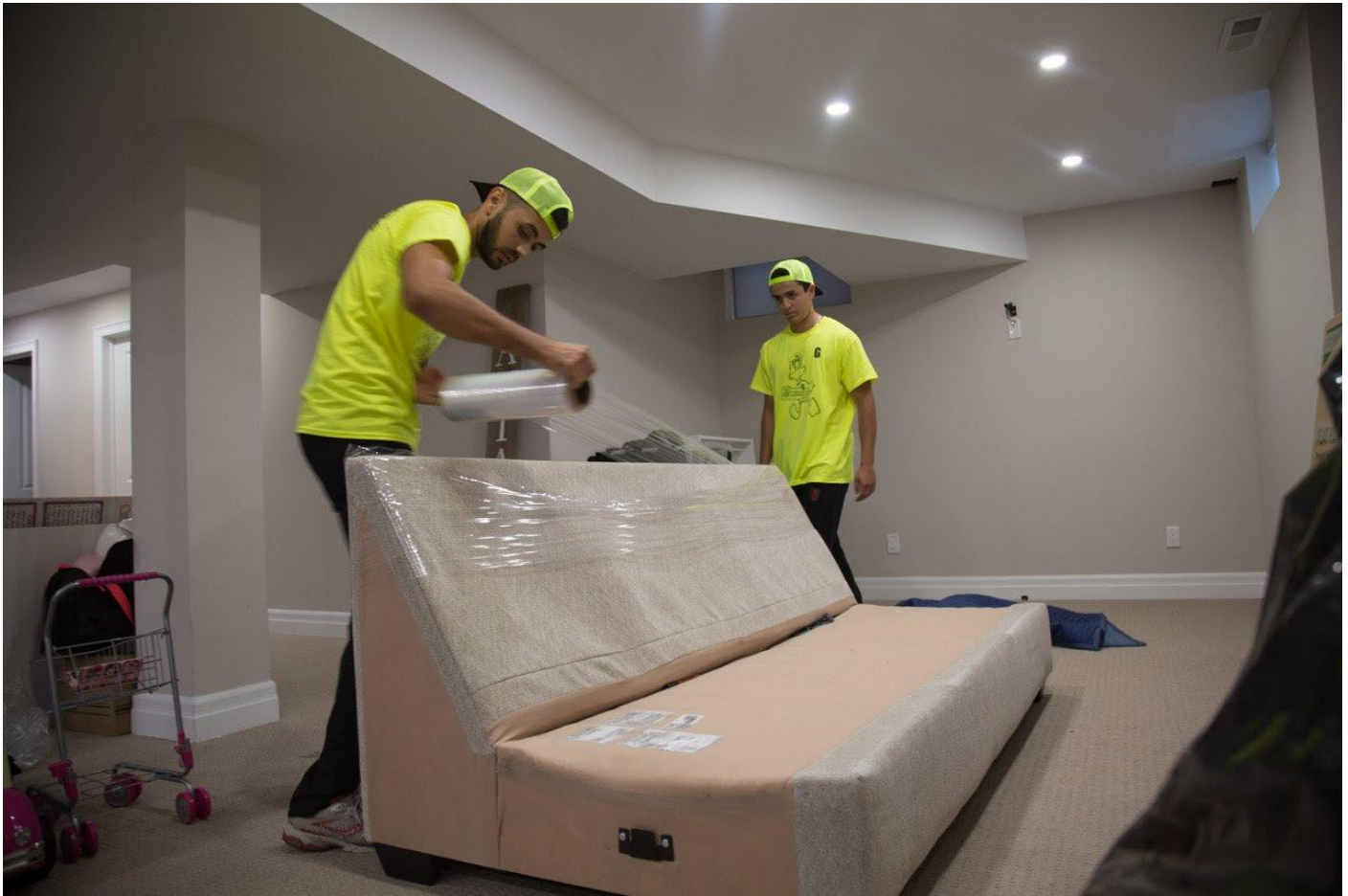
**\*CANCELLATION POLICY**

- If cancellation is done 14 calendar days or less prior to the moving date, we keep the initial deposit as a cancellation penalty, which can be used as a deposit for the future move. Valid up to 6 months after cancellation;
- If cancellation is done on a moving day, it will be considered as a dry run charge. We may charge up to 30% of the estimated total bill and the deposit will not be reversed.

**DOWNLOAD TERMS & CONDITIONS**

**Since 2008, GetMovers was growing into one of the best moving company in Canada. Our team of professional Movers is dedicated to make your move a smooth process and a pleasant experience! We will Honestly be**

pricing your move and providing our employees with the highest standard of training. The legal entity of long distance operations is Ontario Van Lines Ltd. HST#71695773RT0001.



**CALL US NOW at +18885863070 to know more about this option.**  
**We are available from 9am to 9pm from Monday-Sunday.**

**Copyright ©2023 GetMovers Canada.**

**All rights reserved.**

**Tel: 1-888-586-3070**

**[www.getmovers.ca](http://www.getmovers.ca)**

**<https://getmovers.ca/about-us/>**



#### GETMOVERS TERMS AND CONDITIONS

##### 1. RELOCATION PROCESS AND DURATION:

1.1. The customer or his representative must be present during the move and final "walk-through". Our time runs continuously until payment is completed. 1.2. Relocation duration depends on various reasons: quantity of goods, furniture assembling/disassembling time, the distance between locations, etc.; thus we cannot be responsible if the time of moving is longer than the Customer had anticipated. 1.2a One-hour arrival window is requested for truck arrival. 1.3. If it is not possible to finish the move in the time allocated and manpower available to us, GetMovers reserves the right to attend to the other obligations in our schedule before returning to complete the job. 1.4. If moving takes more than one business day, another agreement must be signed for each additional business day. In that case, the Customer has to pay at the end of each business day. 1.5. If any of our Customers receive any kind of injuries that are in any way related to the moving (regardless of the time of the incident: before the moving, during, or after the moving is completed), we are not, and cannot be held liable for such. 1.6. Any issues involving a move must be addressed during the course of the move. Jobs

can take longer due to a variety of factors. These include, but are not limited to; customers being unprepared, not having exclusive use of an elevator, multiple disassembles or reassembles, additional stops, long carries, and many other factors. Please ask the mover for details. 1.7. Get Movers reserves the right of using the services of subcontractors or independent vendors to perform obligations under these Terms and Conditions. 1.8. Subcontractors or independent vendors shall be solely responsible for all services and obligations performed. 1.9. The terms of a subcontract shall conform with the provisions of these Terms and Conditions. 2. PAYMENT & FEES: 2.1. If during loading or unloading we receive a parking ticket, a Customer is obligated to reimburse us the entire amount stated on the ticket. 2.2. Because Customers have various quantities of goods; we do not guarantee that all good scan fit in the truck in one trip. In that case, if possible, we provide another truck. Arriving time and size of additional trucks depend on the company's availability. The additional truck will be provided at a separate charge. 2.3. If the Customer refuses to pay for the services, we reserve the right to transfer all goods to our designated storage. In that case, the Customer will be responsible for all prior, and future hours worked packing materials and storage fees. 1. An attempt to pay on a credit on card is authorized with the acceptance of the terms and agreements. 2. If unable to receive payment - the client acknowledges and will be informed where the belongings are going. The moving company has arrangements with All storages Bluebird: <http://bluebirdstorage.ca>; Self Storage: [selfstorage.ca](http://selfstorage.ca) and price ranges are in general prices: 10x10 = 350CAD, 10x15 =400CAD, 10x20=450CAD, 10x30=550CAD by unit. 2.4. The customer has to pay the full amount for the moving services after the movers have completed the job. 2.5. GetMovers reserves the right to request a deposit before departure for the destination address which shall be non-refundable and applied toward the Total Job Price. 2.6. Valuation - all items that are located inside or outside of all the facilities, and areas where moving takes place will be automatically covered for 0.60 cents per pound per article at no additional cost unless additional insurance has been purchased by the customer in advance of the move. 2.6a If a customer would like to purchase additional insurance, he needs to request additional coverage prior to the move in writing. 2.7. In case any legal action is brought against our company, GetMovers will not be held responsible for any of the Customer's legal expenses or attorney fees accrued during legal proceedings. 2.8. We will not process damage claims until payment has been received in full. We also will not process damage claims in the case of a credit card chargeback and will be seeking remuneration with any legal remedies allowed in the applicable province and jurisdiction. 2.9. Payment shall be in the form of cash, debit card, credit card, e-transfer, or PayPal; the Company reserves the right to request any other reasonable method of payment. 2.10. The Company's movers shall be allowed one 15-minute break every 2 hours. If the Job is billed at an hourly rate, the time spent on these breaks is included in the total number of hours worked and charged to the Customer at the hourly rate.

### 3. PACKING & DAMAGE WAIVER:

3.1. No liability shall be provided on the following items unless the item is specifically listed on the shipping document by description and value; bills of exchange, bonds, bullion, precious metals, currency, deeds, documents, evidence of debt, credit cards, firearms, money, jewelry, watches, precious stones, pearls, gold, silver or platinum articles, stock certificates, stamps collections. 3.2. No liability shall be provided for the mechanical or electrical derangements of pianos, radios, clocks, computers, refrigerators, television sets, automatic washers/dryers, or other instruments or appliances unless evidenced by external damage to such equipment. 3.3. Our services do not include the removal or installation of articles secured to the premises. **THE COMPANY STRONGLY RECOMMENDS THAT YOU HIRE A PROFESSIONAL SERVICEPROVIDER TO INSTALL ALL APPLIANCES.** GetMovers will not connect/disconnect the washer/dryer, refrigerator, freezer, or ice makers. The customer must check or accept any plumbing connections. 3.4. The only way to protect the Customer's furniture from scratching and damaging, and not to damage the walls of the properties are to pack the furniture into blanket pads, and then shrink-wrap/tape it all. 3.5. If the Customer does not want the furniture to be packed in the blanket pads, and then shrink-wrapped, we can only do the moving if the Customer will release our company from liability for any damages by signing a separate Damage Waiver. 3.6. We reserve the right not to move any item(s) that cannot be moved safely in their present condition unless the Customer signs a Damage Waiver. 3.7. We are not responsible for any damages to the goods if we are moving goods that have been previously packed, and not by our crew. 3.8. If damage is caused by our service, GetMovers reserves the right to repair, compensate for, or replace the damaged items in question. However, light scratches, scuffs, nicks, dirt, and other light damages are not covered. More severe damage is looked at by all parties involved and assessed before a decision is made. 3.8a. In the event that any person except the employees of GetMovers will be involved in there location process by assisting, packing, unpacking, assembling, disassembling, and/or driving the moving truck; the Customer releases GetMovers from any liability for possible loss or damage of goods and any related claims. 3.9. The Customer's responsibility to provide proprietary parking space. We are not responsible for any damage to parking spaces, and driveways as well as any oil stains or scratches on the pavement. We reserve the right to cancel the move or request an additional charge if there is no parking space provided or the driveway is not accessible. 3.10. We are not responsible for electrical and mechanical functions and/or damages to the items we move, because we cannot know their electrical and mechanical condition before the moving services took place. 3.11. We assume no liability of any kind of loss or damage to goods caused by moth or other infestation, rust, deterioration, an Act of God, an act of governmental agency or public enemy, driveways that cannot support the weight of our trucks, or other causes beyond our control. We are not responsible for damage or breakage to items made of pressed wood. 3.12. We are not responsible for any damage to any of the following: any item, furniture, or equipment moved full with contents therein; any item or furniture with an inherent weakness, such as those already damaged or defective, or having undergone prior repairs; any furniture, item, or material which is weak due to its nature, usage, wear, or age; any furniture or items of unique or fragile nature, such as glass, china, mirrors, or lamps; any furniture or items of unique or fragile design, such glass on glass, glass on metal, glass legs, etc.; any furniture of unstable construction, ready-to-assemble type furniture, or furniture otherwise held together with tied joints fasteners or other defective or weak joints or connecting devices; any oversized furniture and items which have to be maneuvered through tight passageways. Simulated wood furniture includes particle board furniture, pressed-wood furniture, etc. It is typically made from engineered wood materials with a veneer surface. IKEA furniture is the most popular example of this

kind of furniture. Simulated wood furniture is typically "flat-packed" during shipping and then assembled at home. According to manufacturer specifications, simulated wood furniture is not designed to be moved as assembled furniture. To ensure the safe delivery of your simulated wood furniture, we recommend that you disassemble it before moving, thereby allowing GetMovers to move the flat-packed pieces. If you choose not to disassemble beforehand, we will do our absolute best to move your furniture carefully, however, we cannot be held responsible for any damage that may occur.

3.13. The Customer is responsible for informing GetMovers if they possess exceptionally large or heavy items (more than 200lb), so GetMovers can be prepared with the necessary equipment and adequate "manpower". In such a case, GetMovers reserves the right to send additional workers to assist with the item at reasonable rates. If adequate "manpower" is not available, GetMovers reserves the right to not move the item if it might result in a dangerous situation. If movers feel the exceptionally large or heavy item may cause damage in being moved, they will notify a client of this possibility through a telephone call or email. If a customer agrees, GetMovers will be as careful as possible but is not responsible if any damage does occur to that item or walls, door frames, and the like. If the customer does not agree, GetMovers will not move that item. Additional fees using a weight scale will apply for large items that weren't mentioned or less weight estimated by the Customer (such as appliances, pianos, pool tables, gym equipment, gun safes, fish tanks, hot tubs, etc.)

3.14. The customer is responsible for informing GetMovers of any box with a total value above \$1,000.00 in writing. The Customer is responsible for informing GetMovers of any matching set of items with a value above \$1,000.00 in writing. The Customer is responsible for informing GetMovers of any single item with a value of \$2,500.00 or more in writing. If any damages occur during the move it must be pointed out before the GetMovers crew leaves the premises.

3.15. GetMovers won't be held responsible for any damages/losses if the crew left the premises. Please check your belongings during the unloading process and report any damages to the crew leader. GetMovers is not responsible for the premises after the unloading of the truck.

#### 4. GETMOVERS IS NOT LIABLE FOR:

4.1. Special, indirect, consequential, lost profits or punitive damages arising out of or in connection with these Terms and Conditions;

4.2. Any claim or demand made against the Company or Customer by any third party arising out of or in connection with this Terms and Conditions;

4.3. Damage, loss, delay, or cancellation due to force majeure;

4.4. Delays in arrival or delivery of goods or services for unavoidable or unforeseen reasons, including but not limited to road conditions, mechanical breakdowns, and any expenses arising from such.

4.5. Financial Company that received the deposit/payment is not responsible for any claims arising out of or in connection with these Terms and Conditions but should be forwarded to the actual contractor who performed the job.

#### 5. SERVICE CANCELANON/RESCHEDULING FEES:

5.1. If the Customer cancels or rescheduled within a week before the move it amounts to the one-hour fee. Less than 48 hours is a 3-hour fee. These fees do not apply if the rescheduling is due to an Act of God.

5.2. If for any reason the Customer decides to stop moving at any time before its completion, the Customer is obligated to pay for the time that we spent from the startup until the moment when our movers have stopped working. (3 hours minimum charge applies).

5.3. At any moment during or before the move, if any unusual circumstances arise, or if for any reason the Customer displays unruly behavior, the crew reserves the right to stop the job, lock the truck with the customer's belongings, and request for a deposit.

5.3a. Deposit is calculated with regards to the entire job, including hours already worked, loading time, driving, unloading time, packing materials, and other extras. If the collected sum is more than the actual cost of services, at the very end, the amount will be recalculated by actual hours worked, and the difference will be reimbursed.

5.4. If the Customer does not behave appropriately (insults movers, tries to force movers), we have the right to stop the service immediately and unload all the goods next to the truck. The Customer must pay for the service time from the very start of moving up until the moment service was canceled by us. (3 hours minimum the charge applies).

#### 6. AGREEMENT

6.1. The Customer agrees and accepts all terms, this shall become a contract for services at the rates stated and will represent the entire agreement of the parties hereto. It shall apply to all additional services rendered by the company for the Customer. Only an officer of the company, owner, or partner has the power to modify the terms and conditions of this contract, and then only in writing. We shall not be bound by any other promise or representation.

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**Jitender Grover** <jitendergrover0101@gmail.com>  
To: GetMovers Canada <customersuccess@getmovers.ca>

Mon, Apr 24, 2023 at 6:15 PM

Hello Jack,

As per my discussion with Kevin (+1-647-694-7740) from Sales team, I need to pay CAD 1500 for 1st 1000 Pounds weight of my stuff + CAD 0.95 per Pound after 1000 pounds + CAD 125 as cost to pick stuff from Edmonton + CAD 550 for Fairy + Tax

I need a few clarifications:

1. As I am in Edmonton, tax should be 5% on me. Please confirm it.

2. I am not liable to pay more than CAD 550 Ferry Charges in any condition. We agreed for CAD 550 as ferry charges.

3. I am not liable to pay any other charges of any sort like any surcharges, overnight charges, labour, truck weighing, storage, insurance, rapping, padding, etc, etc apart from what I have written above in this email.

Please confirm these things.

Regards,  
Jitender Grover

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**Jack Carter from Ecoway Movers** <move@ecowaymovers.ca>  
To: Jitender Grover <jitendergrover0101@gmail.com>

Mon, Apr 24, 2023 at 6:42 PM

Hi Jitender

As i confirmed with our moving specialist:

- 1) Yes you will be charged 5% tax
- 2) only 550 CAD ferry charge will be applied to you
- 3) No any additional surcharges or hidden charges. You be charge only for assembling and disassembling of IKEA furniture.

Please Note In order to assign team for 27th we need deposit amount today.

Thanks For Choosing Getmovers.

[Quoted text hidden]

**Jitender Grover** <jitendergrover0101@gmail.com>  
To: Jack Carter from Ecoway Movers <move@ecowaymovers.ca>

Mon, Apr 24, 2023 at 7:01 PM

Hello Jake,

- 1. I have a table that can be disassembled but it can go without disassembling as well. I can handle this part so please let me know how this table will go.
- 2. I have paid the advance CAD 799 as the advance payment. I will wait for it's confirmation.

Regards

[Quoted text hidden]

**Jack Carter from Ecoway Movers** <move@ecowaymovers.ca>  
To: Jitender Grover <jitendergrover0101@gmail.com>

Mon, Apr 24, 2023 at 7:04 PM

hi  
Yes, I have requested accounting department to send you receipt for your deposit amount of 799 CAD.  
About table, I would kindly ask you to send photo of table, I can check with our moving specialists.

Thanks

[Quoted text hidden]

**Jitender Grover** <jitendergrover0101@gmail.com>  
To: Jack Carter from Ecoway Movers <move@ecowaymovers.ca>

Mon, Apr 24, 2023 at 7:06 PM

This is the table.

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4794K

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**Jack Carter from GetMovers** <move@getmovers.ca>  
To: Jitender Grover <jitendergrover0101@gmail.com>

Tue, Apr 25, 2023 at 5:04 PM

hi Jitender

I have just got update about your move order from our assigning department. Due to limited availability, we can only offer the pickup on April 28 2023 and the ferry fee will be \$650.00 for Brentwood Bay, BC.

Please Check and Confirm

Thanks

[Quoted text hidden]

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**Jitender Grover** <jitendergrover0101@gmail.com>  
To: Jack Carter from GetMovers <move@getmovers.ca>

Tue, Apr 25, 2023 at 8:47 PM

I agree for pickup on 28th April 2023 and to pay CAD 650 for Ferry. So confirm my pickup.

If you are unable to reach me, save number of my wife Anjali +14388723633 as backup.

Feedback -

As a company, you should stop screwing your clients after finalizing the order and charges and after getting the advance payment. What's the point of finalizing the order if you can force clients to change it. On 28th April you can again come back and say that we can do pickup but ferry charges are increased or I will have to pay for something else otherwise take your refund. I guess rather than taking advance, you should pay advance to the clients so that clients can trust you for the service because as a big reputed company you have failed to keep your promises in the contract.

The way you are doing it is not acceptable where you are saying that the Charges are increased, either accept it or find someone else and take the refund.

Thank you so much for your support and consideration. It is difficult to believe now but I hope this is the last change in our contract and nothing will change till the delivery of my stuff.

Regards

Jitender Grover

[Quoted text hidden]

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**Jitender Grover** <jitendergrover0101@gmail.com>  
To: Jack Carter from GetMovers <move@getmovers.ca>

Thu, Apr 27, 2023 at 7:50 AM

Hello,

1. Please share the time of pickup tomorrow and who will come to pickup my stuff.
2. Also, I shared the picture of my office table. Should I disassemble it? or you can pick it in the current form?

Regards,

Jitender Grover

[Quoted text hidden]

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**Ellie Davis from GetMovers** <move@getmovers.ca>  
To: Jitender Grover <jitendergrover0101@gmail.com>

Thu, Apr 27, 2023 at 7:56 AM

Hello, dispatch team will give you a call today and let you know time .  
Is this IKEA table ? If yes, unfortunately we don't disassemble IKEA furniture

Ellie GetMovers

[Quoted text hidden]

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**Jitender Grover** <jitendergrover0101@gmail.com>  
To: Ellie Davis from GetMovers <move@getmovers.ca>

Thu, Apr 27, 2023 at 8:23 AM

It is not an IKEA Table but it can be disassembled. I can do it as well but I need to know from you if you guys are going to take it in current condition or not?

Regards,  
Jitender Grover

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**Jitender Grover** <jitendergrover0101@gmail.com>

Tue, May 9, 2023 at 1:29 PM

To: Ellie Davis from GetMovers <move@getmovers.ca>, GetMovers Canada <customersuccess@getmovers.ca>

Hello,

1. May I know the status of my delivery?

2. May I get a right contact number/person to seek help in this regard? Someone who has some information and knows the meaning of customer care. Just saying that "we can't give any information before 21 days" is not helping me in any sense. You guys don't even know the status after 12 days of pickup and want your clients not to ask anything as well till 21 days. This is a classic example of what not to do in business. First you overcharged after committing the charges and now you are not providing any information about my stuff.

And your Customer Care Executive was referring to the email where it is written that I will have to wait for 3-21 days to stop me from asking about the status. You didn't even follow the email quote sent by you.

Regards,  
Jitender Grover

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**Jack Carter from GetMovers** <move@getmovers.ca>

Tue, May 9, 2023 at 3:15 PM

To: Jitender Grover <jitendergrover0101@gmail.com>

Hi Jitender

Tracking for your items was requested from Long Distance department as soon as i got update will let you know

Thanks

[Quoted text hidden]

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**Jitender Grover** <jitendergrover0101@gmail.com>

Sun, May 14, 2023 at 2:05 AM

To: Jack Carter from GetMovers <move@getmovers.ca>, GetMovers Canada <customersuccess@getmovers.ca>

May I know what you guys are upto?

Neither I am getting the delivery, nor the update about it. 17 days are already passed. No one told me that 3 to 21 days means 21 days. On 9th you told me that you are tracking my delivery and I am yet to get anything from you.

Regards,  
Jitender Grover

[Quoted text hidden]

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**Jitender Grover** <jitendergrover0101@gmail.com>

Wed, May 17, 2023 at 8:49 AM

To: Jack Carter from GetMovers <move@getmovers.ca>, GetMovers Canada <customersuccess@getmovers.ca>

21 days are over. There is no way I am getting my stuff on time now as per your commitment.

Just tell me, will I get my stuff or not?

Regards,  
Jitender Grover

[Quoted text hidden]

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**Ecoway Movers** <customersucces@ecowaymovers.ca>  
To: Jitender Grover <jitendergrover0101@gmail.com>

Wed, May 17, 2023 at 1:58 PM

Dear Jitender,

Good afternoon.

Please note that we just received an update about delivery date for you items.

As for now approximate delivery date is May 26 that will be exactly 21st day.

Also dispatch team will call you to discuss the time.

Thank you!

[Quoted text hidden]

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**Jitender Grover** <jitendergrover0101@gmail.com>  
To: Ecoway Movers <customersucces@ecowaymovers.ca>

Thu, May 18, 2023 at 9:40 AM

You picked my stuff on 28th April 2023. And your 21 days are over today. I guess we have studied different mathematics to calculate number of days or you are trying to become over smart here to count days in different ways.

May I know, how May 26th will be 21st day?

[Quoted text hidden]

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**Jitender Grover** <jitendergrover0101@gmail.com>

Wed, May 24, 2023 at 9:03 PM

To: Jack Carter from GetMovers <move@getmovers.ca>, GetMovers Canada <customersuccess@getmovers.ca>, Ecoway Movers <customersucces@ecowaymovers.ca>

May I get a reply from you guys at least or this company doesn't care of what's happening with clients? Do you guys even care how someone will be surviving without routine stuff for 1 month and sharing illogical counting of 21 days after not delivering the stuff even after 21 days. I am so fed up with you all as you are just making fool of me since the beginning. I am so near to take legal action against your company for harassment and forgery. You have crossed all limits in last 27 days and don't know what else is pending to be seen with you guys.

Regards,  
Jitender Grover

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**Jitender Grover** <jitendergrover0101@gmail.com>

Mon, May 29, 2023 at 6:24 AM

To: Jack Carter from GetMovers <move@getmovers.ca>, GetMovers Canada <customersuccess@getmovers.ca>, Ecoway Movers <customersucces@ecowaymovers.ca>

Hello All,

Now 21 days must be over even with your way or any other way of calculation. Today is 29th May and you picked my stuff more than 1 month back. Do you guys even understand how a family would be surviving without utensils, clothes, mattress, work table, etc which you promised to deliver in 3-21 days? We didn't buy a mattress here as we already had 2 in Edmonton and we didn't need more mattresses. We slept on the floor for 25 days with our kids while waiting for these mattresses as there is no point buying stuff again if we are getting it delivered from previous location. Then we bought mattresses and utensils, etc when you are not even providing any update and we don't know whether you will deliver the stuff or not.

Just imagine yourself in a foreign country & shifting to a new place with really 2 young kids and not having your essential things with you. Can you even imagine the physical and mental suffering one can get from this situation? When Canadians consider loud voices & loud music as disturbances & people get legal notices for such small things, then how big this disturbance should be considered for my family & what kind of action should you expect from me in this condition?

Regards,  
Jitender Grover

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**Jitender Grover** <jitendergrover0101@gmail.com>

Mon, May 29, 2023 at 8:11 AM

To: Jack Carter from GetMovers <move@getmovers.ca>, GetMovers Canada <customersuccess@getmovers.ca>, Ecoway Movers <customersucces@ecowaymovers.ca>

Jack,

May I get a call from you?

You wrote in your 1st email that delivery will take place in 3-21 days from the date of Pickup.

Today after sending so many emails and calls, I am getting a bill to pay the balance amount without any information about the current location of my stuff. Also, got to know that delivery will be scheduled after my payment and no one is sure if it will be scheduled from Edmonton or Victoria.

Not a single employee in the company knows anything about my stuff. I am not paying anything until I get information about about it.

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