

**Joanna Ellis's complaint against 3 Brothers Moving and Storage LLC DOT: 3840883
MC: 1396743**

The story: I was trying to help my elderly dad and mentally ill disabled vet brother with a cross-country move. They were initially going with a large well-known company that gave a very high estimate. I was looking for the better deal which caused me to cross paths with 3 Brother Moving and Storage from Maitland, FL. I read good reviews from OTHER 3 Brothers Moving companies, so fell for Peter's lies. I BEGGED Peter to help make this easy on my dad and brother because stress is severely damaging to their health. I want to save anyone else from falling for their lies. Check my social presence. I am NOT a bot, paid actor, or even a complainer.

The lies to get you to send a deposit: Peter White gave a good quote for a 26-foot full truck with full pack and unpack. I was shocked that they unpacked the boxes too, so I repeated it. You mean you are going to unpack the boxes in the house?! He said yes, "just open your doors on each end and we do the rest". Peter said he would "be in your corner from start to finish". He told me "when you get the truck and full pack there are no other hidden fees or charges. If you go over the single truck you total increases by \$4.75 per cubic foot". I verified in a phone call that a fee of 4.75 was the total cost extra if we go over the one truck. He confirmed that price. I told him I would talk to my father and get back to him because they wanted 1/3 of the total amount as a deposit. The big company had not required a deposit, so I knew my father would be skeptical. That was on a Friday. Peter then called me on Saturday, June 3rd, the next morning, to tell me I really needed to get on the schedule, so he needed the deposit that day...Saturday. I have the texts of all of these quotes from Peter. "Again, to clarify your deposit is refundable if cancelled and when you pair a full truck with a full pack, there are NO OTHER CHARGES. This is your final binding price". I told him I was very nervous about this because my dad would never forgive me if things go awry. Peter sent me good reviews and told me again via text "I am in your corner the rest of the process. Don't stress we are legit...your total is all inclusive." So at this point I had unknowingly been lied to about the unpacking of the boxes, the refundable deposit, the \$4.75 total extra cost for cubic foot of extra truck space, and 1/3 of the balance paid at each phase of the move (1/3 deposit, 1/3 pick up, 1/3 delivery). I am a working woman, so I hastily signed the contract without reading it word for word because I believed Peter White.

Jump to pack/move: 3 Brothers contracted with Adams Relocations Services based in Prosper, Tx. Rafi showed up with his crew and said that the estimate would be 50% more than the initial estimate from 3 Brothers! 50% more!! He said we had more stuff than was on the inventory. I said, I don't think we have 50% more than is on the inventory list, so let's look at how much you can fit into the full 26-foot truck (1800 cu feet) that my contract says can hold up to 12,600 lbs. Rafi said he will NOT fill the truck to capacity because he can only carry 8000 lbs in his truck. I told him that was not what I had been told and was included in my contract. He said you have that contract with 3 Brothers, not the movers. I tried to contact Peter. He was not responsive. I called the customer service line and had the same experience as Laura K with the infuriatingly condescending Sarah Norcia, the customer service manager. She just kept telling me that I was going over the one truck. I emailed her and Peter repeatedly saying they are not filling the first truck and are saying that it is \$4.75 per cubic foot + taxes, gas, and an extra truck charge, plus they will NOT be unpacking boxes, and want 70% of the remaining balance! Sarah kept repeating

that we were going over the one truck so now you have to pay \$4.75 per cubic foot and fees. I told her this was in direct violation of the contract because the first truck was NOT being filled. Peter is nowhere to be found...so I kept sending emails with quotes from him about being in my corner every step of the way. I asked for Sarah to have him call me. I emailed Peter to contact me immediately....no response. I told Sarah, the manager, that Peter had told me lies about the unpacking, the filling of the truck, the price of going over, and more than 1/3 of the balance due at pick up. She dismissed me completely by stating I signed a contract with all of this in it. Now I am reading the contract word for word and the lies Peter told over the phone became apparent. The contract says "platinum packing package" and "up to 70% due on pick up". Platinum packing package is not defined, so Peter just misrepresented that. I said to Sarah, but what about the contract stating that the estimate was for a FULL 12600 lbs/ 1800 cu feet that Rafi will not fill. If they are going to hold ME to the contract, they MUST pack that truck full before charging me for extra. She did not respond to that, just kept telling me I had more stuff than would fit in one truck....never acknowledging what I was saying about Rafi NOT filling the truck.

All day on packing and moving day I had to negotiate and deal with Rafi the mover on my own. I told him he needed to pack that 1st truck full or he was in violation of my contract. He eventually got the price down to a somewhat reasonable amount and filled the truck...after extreme distress for my brother, dad, and myself. I can tell you that any email I received from Sarah just added to the distress. The next day I get a snarky email from Peter slamming me for quoting him and telling me "it is not a hard concept to grasp" that I needed more than one truck. I could not believe that Peter was speaking to me this way after he had been SO understanding and cool when trying to get me on the hook. I responded to him with the following email :

"You're insulting my intelligence by telling me this is not a difficult concept to grasp. You will be in my corner? I told you how sensitive this was going to be with my ill dad and brother. Remember saying that you would be with me every step of the way....over and over. A person in my corner would acknowledge what I was telling you that Rafi said he was NOT going to fill the truck up to 1800 cu feet because he could only hold 8000 lbs which is over 2 tons LESS than what is stated in the contract. So, if you had sent a truck to be filled that held 1800 cu feet and the 12600 lbs you have in the contract and we still had more stuff, then I would have never questioned needing a second truck. THAT is not a difficult concept to understand. That was the agreement you and I made. The first estimate from Rafi was going to be 50% more for the second truck when the first one wasn't filled to 1800 cu feet AND I was told there would be more packing fees and gas fees on top of the 4.75 per cu foot. That was not what you sold me. You said each extra cubic foot would be a total extra charge of \$4.75 per cu foot. I have every right to hold you accountable for filling that truck before charging for a second. Your service has the responsibility to ensure that the one truck they send out meets the capacity requirement of 1800 cu feet up to 12600lb. Rafi ended up making a reasonable final price of just under \$16000. Rafi made this right, but your brokering services and promises have not met expectations.

I need Sarah's superior's contact information."

I made such a stink with Rafi the mover that we ended up getting a reasonable resolution, but I have never heard from Peter again. My phone calls from my cell phone to the number Peter had been texting

from will not accept my calls. When I called the same number seconds later from my husband's phone, I got through to Peter's voicemail. Sarah says they can't block calls from their system, but I believe that to be another falsehood because I can't get through to Peter from my phone, but can from my husband's phone. I asked four times for Sarah's boss's contact information. Apparently, the only higher up than infuriatingly condescending Sarah, is the owner Joseph Stanley. Sarah will not get me his contact information, nor can I find any way to contact him on the internet. I have asked that Joseph Stanley contact me and that has not happened as of the date of this complaint. At this point, I know I fell for an unethical and deceptive brokering scheme, but Peter's lies are all on voice calls---not in written form. It is his word against mine and Sarah never offered to review the tapes and never apologized for any of Peter's unfulfilled promises.

Deliveries: When the first truck gets to the home in North Carolina, one driver shows up and says he cannot offload the truck because he is one person. My brother and father are shaken and extremely upset. How is this truck going to get unloaded?! I call customer service and got Morgan on the phone. I was upset about the toll this was taking on my brother, so I was not calm, cool Joanna. I was ticked Joanna. I said we are not paying a thing to the movers until that truck is unloaded. ALL this woman had to say after me detailing my challenges and my concerns for my brother's mental health was "you are required by law to pay before one box is removed". My blood pressure was at boiling point so I said we will not pay because there is no one to offload our things. Not going to happen. Eventually I had to get Rafi on the line and make him get people there to offload....NO help from the company that was going to be with me ever step of the way.

The second truck came a few days ago, this time with 2 people to offload the truck. EVERY single box they removed from the truck was crushed or significantly damaged. Rafi and the movers said, file a insurance claim. So our deeply sentimental pieces that are ruined....no apologies, just deal with it and file a claim. Now we have to go through 600 cu feet of boxes and take 2 pictures of every damaged item to get a cent back. I've included a couple of pics so you can see I am not misrepresenting the horrible state of our items when they arrived. I received more rudeness from Sarah when I told her I expected a response about how to file an insurance claim which resulted in more blood pressure/stress warnings from my Garmin watch.

I know that I was lied to REPEATEDLY, but those are all on recorded phone calls with Peter. I asked Sarah for those recordings and was told those are for training purposes. Sarah was not sure if she could get those to me. I have not received them at the time of this complaint. For my own mental & physical health, I told Sarah that I was not going to talk with her anymore. Every exchange with her has been very taxing because of how rude she is while dismissing your issues. I have consulted lawyers, but this company knows that if they get you to sign the contract, you are at their mercy.

So, lest you fall for the same deceptive techniques I did, know this about the 3 Brother's contract.

- 3 Brother's is a brokering firm that has zero responsibility for anything except connecting you with the mover. This takes them off the hook for all of your moving woes. They WILL NOT be there for you any step of the way except when they want your deposit.

- It is stated that they can charge 50-70% for a deposit and up to 70% at pick up.
- \$4.75 per cubic foot is NOT the final charge for overflow, they can charge extra truck fees, fuel, and packing fees on top of the \$4.75.
- The deposit is NOT refundable unless you cancel the move within 72 hours of signing the contract. (Bold-faced lie Peter told me that I DO have in writing). #7 on the contract says "My deposit/fee is non refundable after placing the reservation for scheduling purposes." #8 states: "Cancellation requests received (in writing) within 72 hours of signing the agreement with 3 Brothers Moving and Storage LLC will receive a full refund, minus 10% due to incurred merchant fees." Not sure if they would even honor #8 when #7 states it is non-refundable, just transferrable to a move within the next 24 months.
- Platinum packing package will never include unpacking, despite what the salesperson might say.
- The contract only states that they will wrap furniture with quilted moving blankets and says packing supplies like bubble wrap, boxes, etc. are not included.
- There is a bulky item line in the contract that states if it is not-stackable in the truck, you can be charged extra for "bulky" items. This is another way they can charge you more above the estimate when they get to your home. Be wary of these potential hidden fees.

I have literally never written filed a complaint or written a negative review because I am quite the go-with-the-flow kind of woman, but the emotional toll this took on my elderly dad and brother with a severe mental illness made me want to help others avoid this hassle that is completely unnecessary. 3 Brothers Moving and Storage know they can get away with this kind of thing because it will cost over \$750 to get a lawyer to initiate a demand letter and over \$30,000 to file a lawsuit over deceptive practices. (I've contacted multiple lawyers to see what avenues I can take to get those taped recordings to show that I indeed was lied to.) This whole experience has made me lose faith in humanity just a bit more and upped my cynical factor by 1000. I signed the contract with 3 Brother Moving and Storage LLC, so I was made the fool. I want the BBB to review the business practices of this company to reevaluate its rating of 3 Brothers Moving and Storage LLC. Potential customers need to be warned about the unethical and deceptive practices of this company.





