

I used Moving Relocation Systems last week to move from New York to California. **I gave an extremely accurate inventory of my things (including measurements) and was quoted \$6100 for the cross-country move. Once the movers packed my things into the truck, they came back to me with a quote of \$11,200.** I argued that it wasn't my fault that they misquoted/underquoted because I gave them measurements. They argued that my furniture was bigger than expected. Not possible I said, since I gave you measurements.

After an hour of arguing with a supervisor, we negotiated the price down to \$8,900, which was still nearly \$3,000 over what we were expecting to pay.

Our furniture arrived a week later in California on a Sunday. We received a call FROM A NEW COMPANY (I was absolutely guaranteed in my quote that MRS only used their vans and employees...) who said they couldn't get their semi-truck up our street.

They then said they would need to transfer our stuff to two smaller trucks and would charge us \$1500 in cash. We said ABSOLUTELY NOT OUR FAULT. This wasn't part of our quote and we wouldn't pay it.

They then threatened to put our stuff in storage and we would have to pay \$750 a week to get it out.

I talked with my husband and I said we would pay the \$1500 and then deduct that amount from the remaining payment to MRS. We agreed to receive the furniture that day....and then they never came!!

The following day we received our furniture but MRS asked us that we sign the paper agreeing to waive the fee and we needed to go get the contract notarized. Again, we refused. Why should we go out of our way to get something notarized for a fee that we never should have paid??

Needless to say, the experience was awful. **They damaged and dented our credenza, broke several of our expensive items, including an antiques mirrored nightstand (worth \$4,000) LOST our dining table and 56" television, dirtied our dining chairs (black hand prints on everything!) and didn't set up the beds as agreed to.**

It was absolutely awful and I would caution anyone to do business with this company.