

Imperial Freight Lines

BEWARE, BEWARE, BEWARE, BEWARE. BEWARE!!!

Contracted with this company and shortly after signing the contract and deposit was taken out of my account things surrounding the move changed drastically. Bottom line, move was canceled due to escrow and then employment.

I immediately contacted Imperial Freight Lines asking to cancel the contract. I explained my situation and asked for a refund. That is when they said I needed to cancel within 48 hours of signing. I explained that I was told by the sales rep Zach that I would be able to change the move date, put my move on hold for 12 months or cancel the contract without penalty. The person I canceled my contract with, Daniel, was happy to tell me that was not going to happen. Daniel said that what Zach had told me was not true. He said that the hold could be up to 24 months (two years) but I will not get any kind of refund. I only had 48 hours to cancel the contract (2 days) .I asked that they do the right thing and refund my deposit. Again, NO!

After this exchange I looked into the Imperial Freight Lines LLC a little deeper than before, of course a little too late. I was told by the customer representative that the company is 10 years old, Veteran and family owned, they have done over 5,000 moves in 2021 alone. I found no evidence that any of those claims are true. The state of Florida says they do not have a business license to practice registered with them. The city of Lauderhill FL. (the company's address) also does not have a business license registered. They do have electronic articles of organization for Florida Limited Liability Company filed with the state. Company origination date August 18, 2021.

I found no positive reviews for this company outside of what they have on their website. There BBB rating went from B- to C+ just since I started doing a deeper dive over the last few days. I also started feeling uneasy when immediately after I signed their estimate I could not get a return call from my Customer Rep. When I called and asked to be transferred to him they would not let me talk with him. Today you can get to their home page on their website but some links go to the Avada website builder that they used to create their "Wordpress" website.

I did not follow the suggestion of "Buyer Beware," I entered into a contract with a company because of the story they told. I wanted to support a veteran owned company. I was foolish in my decision. In talking with them I found that the lack of honesty and ethics is why I am sharing my experience. I hope that no one else suffers at the hands of these people.

Tips

- Only work with a carrier, they will not ask for money upfront.
- They are to provide the FMCSA, "Your Rights and Responsibilities When You Move" (which is required by Federal Law) Imperial Freight Line LLC did not provide this.
- Be sure that communications are open.
- Read the contract in its entirety before signing. Do not take the sales rep at his/her word. All Companies. (Imperial even has a clause in their contract that says if you are harmed by them, you cannot tell anyone).

Let this be a cautionary tale.