

May 26, 2021

Moving Pro US
6610 Marsden Street
Philadelphia, PA 19135

Norman Schmidt
400 Kensington Drive
Apartment 403
Jacksonville, NC 28546

Reference: Job Number MP8116251, Moving Pro US

Subject: Moving Problems

I am writing to document the problems I had with my recent move from West Henrietta, NY to Jacksonville, NC (approximately 700 miles). The Move was with Moving Pro US and was to take place on April 17, 2021. The packers did show up on the date but were very late as they had to drive from Philadelphia, PA, which is about 350 miles away. They told me that in a truck it took them over 6 hours to make the trip.

They proceeded to pack all the furniture and load it onto the truck. They were a little concerned about a couple items. These being some glass top kitchen table an end table and a coffee table. They were also concerned about a couple mirrors. I told them that I had told the estimator of these items and also sent photographs of everything in the house that was to be moved. They still complained.

The packers move very fast and I thought they had finished everything in record time. As they got down to the end of the packing and loading the Supervisor came to me and told me that it was going to cost me more than estimated. I told him that I had already paid more than the original estimate two times. Below is from my records

| | | | |
|--------------------------------|-----------|-------------|-----------|
| Original Estimate on 3/31/2021 | \$2203.91 | Deposit | \$1380.00 |
| Updated Estimate on 4/3/2021 | \$3339.97 | Deposit | \$ 332.57 |
| Updated Estimate on 4/15/2021 | \$4190.73 | | |
| Final Charge on 4/17/2021 | \$5526.25 | Total Paid | \$3619.41 |
| | | Balance Due | \$1906.84 |

Additionally, as the Supervisor was figuring my bill he came up with a charge of \$623.00 for special packaging of my glass top tables. He told me that if I would pay him \$500.00 in cash that he would just overlook the cost of this packing. I then went to the bank and mad the withdrawals from an ATM at Wegman's Supermarket. I since provided Moving Pro US copies of my bank account showing the withdrawal.

While I returned from the grocery store to get the cash for the Supervisor, the men and everyone were out in the parking lot ready to get in the truck. I gave the Supervisor the \$500.00 he was asking me to give him. At that time he asked me to give the men a tip. I proceeded to give all 4 men \$40.00 tip each. The Supervisor gave me the paperwork and told me the home office will contact me with the delivery date for everything in North Caroling. They got in their truck and left.

I proceeded to go into the apartment and found that there was still a lot of items that they did not pack and did not put on the truck. I tried to call them but they did not answer their phone.

I had planned on returning to North Carolina at this time but since a lot of my items were still in the apartment I had to make other plans. I had to stay overnight. I had to rent a truck and I had to pack and load everything that was left.

I immediately started packing and loading the items the movers left. When I got tired I went to a hotel for the evening. The next morning I returned to the apartment and packed and loaded all day. There was approximately 380 cubic feet of good that would fit into the truck I rented. I was not able to pack everything into the truck so I had to leave the following items. (I also took pronto of what was left in the apartment by the movers and what I had to leave as I did not have room in the truck I rented).

Below are the items I was not able to get into the truck I rented:

6 Plastic Totes
Patio Furniture (1 table and 2 chairs - wicker)
Gas Grill and Gas Bottle
Glass Top Coffee Table with 2 levels of glass
Shower Rods and Shower Curtains
2 Beach Folding Chairs

Immediately after packing and loading the truck I rented I left for North Carolina. I drove straight through to North Carolina as I was already a day late and needed to return to work.

When I returned to work, I notified Moving Pro US. They did not believe me with the story I reported above, but said they would investigate. The only feedback I received was that they requested my bank records where I withdrew money to give to the Packing Supervisor. I was told if he took cash from me that he would be fired. Then a couple weeks later I received a call that they were ready to deliver my furniture. I was told that the balance of my invoice was \$1506.84 and they would want \$2500.00 more for \$3005.84 due to delay in delivery and in that they stored my furniture. I then told them that on May 1, 2021 I had sent them a letter itemizing my cost and I wanted them to pay my extra cost in that they left almost 400 cubic feet of items in my apartment in New York and I had to pay to have them pack, loaded and transported to North Carolina. My cost at itemized below:

| | |
|-------------------------------|-----------|
| Truck Rental | \$876.00 |
| Hotel (1 Night) | \$128.76 |
| 1 Day Lost Work | \$696.00 |
| 6 Plastic Totes | \$ 51.00 |
| Patio Furniture | \$189.00 |
| Gas Grill and Cover | \$349.00 |
| Glass Coffee Table | \$429.00 |
| 360 cu. ft. @ \$3.35 | \$1170.00 |
| Total | \$3888.76 |
| Balance Owed to Moving Pro US | \$1906.84 |
| Owed to me by Moving Pro US | \$1981.92 |

I provide the charges to Moving Pro US and told them need their Certified Check or Money Order for \$1981.92. The money was never paid and Moving Pro US still has my furniture.

Listed below are all the other estimates I received for the moving of my furniture:

| | |
|------------------------|-----------------------------|
| All American Van Lines | \$5266.67 @ 30% = \$3686.00 |
| All Moving U.S.A. | \$5761.00 @ 30% = \$4033.00 |
| Allied Van Lines | \$4800.00 @ 30% = \$3360.00 |
| American Van Lines | \$5266.67 @ 30% = \$3686.00 |
| Mayzlin Relocation | \$4158.00 @ 30% = \$2911.00 |
| Mega Van Lines | \$5610.00 @ 30% = \$3927.00 |
| Moving Central | \$5761.00 @ 30% = \$4037.00 |
| Two Men and a Truck | \$8600.00 @ 30% = \$6020.00 |

The above estimates do not include insurance or fuel charges. From what you can see, Moving Pro US were lower than most of the nine (9) estimated I obtained, prior to Moving Pro US changing their estimate after I paid to deposits and one escalation. However, after they kept canyon their price they became more expensive than over 90% of the estimates I received.

Thank you,

Norman Schmidt