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Complaint Summary

Complaint ID: 100202568 Submitted On: Wednesday, July 13, 2022

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Incident Information

Address Type	Address	City	State	Zip	Country
Origin	13808 Goldman Ave. NW	Gig Harbor	WA	98329	US
Destination	10128 Newington Dr	Orlando	FL	32836	US

Bill of Lading Number (Job #): z5535593 **Pickup Date:** 6/23/2022 **Delivery Date:**

Incident Description

We contracted with Concorde Vanlines for a "not-to-exceed" estimate of \$6939 for a comprehensive move. On the day of the move (6/23/22), Essential Movers LLC, the contracted carrier, arrived and immediately began to increase the cubic feet of the move. I then tried to work with them and have them measure on the truck the exact space for the 1333 cf I had reserved. They provided me the measurements, and the space they marked off was for less than 750 cf. I was then told they had contacted Essential Movers LLC (David) and had canceled the contract (or the carrier canceled the load) and would not rebook. I immediately got on the phone and began making arrangements for a rental moving truck (Penske) and a driver and hired people to load and move our belongings. Concorde sent me a new contract with a price of over \$12,500 and asked me to sign. I refused. I told them I did not want to rebook. Via email, I requested a refund of my down payment of \$3758. I was told that because they rebooked me, I could not get a refund. I have written them an email explaining everything, and they still refuse to refund. I was told they would "speak with the owner" and get back to me. That still has not happened -- and they are still refusing to refund my money. This is fraud!

Selected Allegations

Type	Category	Allegation
Moving Broker (Arranges Transportation)	Shipment Documents	Broker or Moving company did not provide me with a copy of the "Your Rights And Responsibilities When You Move" pamphlet and the "Ready to Move" brochure.
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not provide a written description of their complaint or inquiry process.
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not prepare or provide an order for service .
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not prepare or provide an itemized inventory of every box and unboxed item included in the shipment.
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Moving company did not provide a concise, easy-to-read written (binding or non-binding) estimate of the charges.
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Moving Company did not honor a binding estimate.
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Moving company requested more than 110% of a non-binding estimate at the time of delivery of the shipment.
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Estimated freight charges: \$ 6939
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Total deposit paid prior to pickup: \$ 3758
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Total freight charges requested at delivery: \$ 12500.00
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Broker provided estimates that are much lower than actual charges from Moving Company.
Moving Broker (Arranges Transportation)	Weighing	Moving company did not provide an opportunity for me to observe the weighing
Moving Broker (Arranges Transportation)	Claim Settlement	Moving Company did not offer me a claim settlement.
Moving Broker (Arranges Transportation)	Claim Settlement	Moving Company is not responding to a filed complaint or an inquiry.
Deceptive Business Practice	Consumer Complaint	False Advertising by a Mover (motor carrier)
Deceptive Business Practice	Consumer Complaint	Mover demanded payment for services not provided
Deceptive Business Practice	Consumer Complaint	Broker failed to return the deposit when a move was cancelled within timeframe specified in their policy.

Contact Information

Name	Email	Phone	Address	
Anne Ludgate	anne.ludgate@aol.com	612-282-5184	10128 Newington Dr, Orlando, FL, 32836, US	Complainant

Your company information

Company Type: Company Name:
US DOT #:

Privacy Option

Do you authorize FMCSA to disclose the contents of your complaint to the moving company in a notification letter? Yes

Company Information

Company Name	U.S. DOT#	MC#	Address	City	State	Zip	Manual Entry
CONCORDE VAN LINES LLC	3771083	1346176	639 E OCEAN AVE STE 207	Boynton Beach	FL	33435	

Supporting Documents

Sequence No.	File Name	Description
1	original contract.pdf	original contract
2	Re_ dates changed please sign.pdf	updated contract
3	Receipt - \$1500.pdf	receipt for 2nd deposit
4	Email with Concorde - 7-13-2022.pdf	emails with Concorde

Certification Statement

☒ * By checking this box, I certify/understand that the statements and information I am submitting in support of this complaint (allegation) are, to the best of my knowledge, true, accurate and complete.