

I searched on Google for a company that can execute a move from SC to VA on short notice. I found Alliance Movers on Google and noticed that they carried the "Google Guarantee" for their service. I called Alliance Movers and asked if they can meet a pickup schedule between 1/29 Monday - 1/30 Saturday and delivered no later than Monday 2/1 which was they said they can meet. The reason for the tight schedule is I'm starting a new job in DC, selling my home in SC, and moving to a rental in VA and was trying to limit the amount of time I'm spending in hotels with family. Since I was told that they could meet that timeframe we packed for only a few days and now we are being told that it can take up to 21 days for them to deliver. I am a veteran and currently work for the Federal Government and move around every 1-3 years for the past 30 years. Alliance Movers is by far the worst company that I've dealt with over the past 30 years and it boggles my mind how they are able to carry the label of "Google Guarantee". Hopefully my experience helps you make an informed decision on whether you choose this company or not.

Prior to 1/28 and while working with their customer service over the course of several week I took pictures of everything that needed to be shipped which included pictures of all the boxes we packed that was at 90% complete to try and get the cost estimate as close as possible and trying to stay within a budget of \$5,000. The cost estimate total was around \$4,000 but in the end the cost estimate wasn't even close going over \$3,000 over the estimate totaling over \$7,000 for a move that I self-packed where previously I had received a quote from several other small business mover for the same price that included packing.

On Thursday 1/28 around 6pm Alliance Movers called to say that they cannot make 1/29 and would be there on 1/30 for pickup. I was told that I would have to pay 60% of the move to the movers when they arrive and the payment methods. I was also told that I must confirm that in an email which I did on 1/28 at 1049am where I said in the email "I will pay the \$2,586.18 / 60% upon arrival, and pay the remainder 30% upon delivery."

Alliance Movers called again on 1/29 at 6pm and said they would arrive on 1/30 between 1-4pm. On 1/30, the day of the move, they called me at 130pm and said that they were over 8 hours away and wouldn't arrive until after 10pm and said that they would get a hotel and come the next morning 1/31 between 9-10am. The next morning 1/31 two guys arrived at 1030am, didn't wear masks, and didn't finish until 12 hours later at 1030pm with about 1425 cu ft 6500 lbs per their final estimate of House Hold Goods with the majority of it I packed myself. They did a quick visual walk through and said that I was way over the original estimate. I also found out that they only pickup items and my things would be taken and offloaded to a storage facility where it will get packed onto another truck for delivery adding additional time to the schedule. I was expecting the same truck that picked up my House Hold Goods would be the same truck that would deliver without any additional delays and to stay on schedule.

On 1/31 before they arrived, I went to get money orders totaling \$2,600 as originally agreed upon as the 60% payment upon arrival. There was nothing stated to me that the 60% price would depend on what the final total amount would be. In that case it would have made things alot easier if they could have accepted a credit card for payment, or adjusted the new total on the final delivery especially considering they didn't finish loading the truck until after 10pm.

Later on that evening it started raining severely and they thought it was acceptable to bring muddy trollies into my house on the 1st and 2nd floor that has brand new flooring on the 1st floor, and brand new carpet from the stairwell and all of the 2nd floor. When I asked them if they had booties to minimize tracking dirt and mud in the house they said no because they can't predict the weather and

that it was my responsibility to tell Alliance Movers to bring them. When I asked them if they would clean up their mess, they said it was not their responsibility to clean their mess and that I have to clean it myself or hire a professional cleaner. They left several items I needed packed that I kept placing back with items needing to be packed and they kept removing it. They also left behind lots of packing material spread across the floors; they ordered pizza for dinner and left those boxes and drinks; they broke the glass to the ceiling fan light in the master bedroom stating that the large mirror they were moving is too big not knowing that I have personally moved that mirror on several occasions by myself without breaking anything. They complained about being too hot in my house and requested I turn off the heat and open the windows. It being cold that day and having a 2 year old and a 5 year old daughter my concerned was keeping my daughters comfortable while they were sleeping. That day I called Alliance Mover's phone number to express my dissatisfaction about the movers but they were closed.

When the movers finished, which was well after 10pm, they said I owe them 70% of the total but when I showed them the email that stated 60% they still required the 70% of the "new total" and they didn't accept Credit Card and considering they didn't finish up until 1030pm there was no way for me to get a money order at that time. They told me that I would get a call the next day 2/1 to collect the remainder of the payment. The next day on 2/1 I returned to the house and took out all of their trash, cleaned up the mud and oil stains they created on both the 1st and 2nd floors, then proceeded with the drive from SC to VA. I received no phone call from them on 2/1 so I called them around 4pm while at a pitstop on the drive to VA to follow-up and check on status. They said that my House Hold Goods were being held until I completed the remainder of the payment. I explained to them my dissatisfaction about their service and asked them about the possibility of cancellation and if I can bring in another company to pick up and deliver my furniture which question they ignored and didn't provide an answer to what other options I had. They pushed me to pay the remainder of the 70% and that I would be called a day before delivery without knowing what day that would be when I asked. During that call they said "maybe in 3 days they can have it delivered", tomorrow 2/4 will make the 3rd day with no call from Alliance Movers.

On 2/1 I went back to their website to check the status of my move but it was closed out stating "Congratulations on your move on 01/31/2021!! Please contact Customer Service for any questions." My expectations would have liked to have seen it closed out after delivery with tracking updates on the status of delivery until complete.

On 2/3 I called and email them again around Noon to follow-up with the status but the response is that they are still working with the dispatcher for a delivery date and that they would let me know later that day. As of 630pm on 2/3 there has been no response back from them as promised.

The experience was so bad that I posted on Facebook while the movers were there out of frustration that I was ready to tell them to unpack the truck and give me my money back. The majority of my circle are either veterans, military, or federal civilians worldwide who understands all of the logistics of moving from State to State or Country to Country. Considering that they were not able to meet many things that was verbally agreed to, and the short timeline to execute and stay on schedule, I thought they would try to work with me or give me something to work with so that I can manage my expectations but they were not budging or being flexible with anything.

