

**stacy bowman** 12/12/13

to Donald

Hello Donald,

Honestly I just checked the mail for today, and the answer is still no. I firmly believe this carrier is not the honorable carrier you presented to us when we asked Budget to provide us with help on booking a reputable mover for our cross country move.

Here is a synopsis of our experience:

We called Budget on October 27<sup>th</sup> alerting the agent we needed to be out of our apartment no later than November 1<sup>st</sup>, would there be any concerns booking a carrier and we were told no. Keep in mind the week prior we had booked with All State and paid them well over a grand and they failed to provide a truck to us so we cancelled the contract. It took All State until December 3<sup>rd</sup> to return my funds.

So we have paid and booked with Budget, and ensured you can provide us a carrier prior to the 1<sup>st</sup>. We call your folks daily trying to get a date and time so we can be prepared and finally on Wednesday the 30<sup>th</sup> we are told the truck won't be there until the 1<sup>st</sup>. We inform the agent that we are a tad disappointed since we wanted to be out of the apartment on the 1<sup>st</sup> not during the first. So we alter our plans and decide this is the best we have to work with. On the morning of the 30<sup>st</sup> at 9AM we get a call from the trucking company they can be there in an hour. Since we thought we had until Friday we hadn't finished packing one area of the home and told them they would have to wait until the 1<sup>st</sup> as they informed us.

Now we get to the 1<sup>st</sup>...we wonder when the truck is coming so we can be prepared after all we have two small dogs that will have to stay in crates a good portion of the day while the movers work and the weather was very cold so we couldn't leave them outside. They inform us they will be there at 8 and they finally showed up around 10. They didn't finish moving our packed home to the truck until well after 1AM in the morning and were actually a little nasty to our neighbors every time they needed to move the truck. The truck actually blocked 3 driveways on both sides of the street since they refused to just back the truck into our drive and maybe just block two or three driveways. We watched these guys wrap up items like the vacuum cleaner and free standing fans in a blanket and tape them all the way around and then toss in the truck. A lot of our items were manhandled out of the house and even when we cautioned things were fragile and ensured the boxes were marked that way they were still handled rougher than we expected. So the truck is packed they have us sign paperwork and we ask when we can anticipate meeting them in Arizona thinking it will be a race to meet them at our new home. They state not sure they have a few more places to pick up and then they can call me about when they will deliver the items. We arrived in Arizona on the 3<sup>rd</sup> of November and after calling Budget and the trucking company begging to figure out what we owed and when our items would arrive we were finally told they would be here on or around the 16<sup>th</sup> of November. I never in my wildest dreams would have imagined it would take that long to have my clothes, dog

items, soap etc. It was a huge cost to us since we didn't have our refrigerator either to eat, and exist in our empty home for nearly three weeks until our belongings arrived.

Now we move to the 16<sup>th</sup> when the truck is expected, (just barely contractually with-in contract timelines due to Veterans Day.) We were told around noon and they finally showed up around 4PM. This time we had our adult children there to help us migrate stuff from the truck to the proper room and try to look for the stickers so we can check items off the 9 pages of what was put into the truck. They were pulling and moving so quickly that there was no way for us to check off boxes or look for stickers. We finally just gave up on the trying to be proactive and just figured we would be reactive in matching off the next day when we had more light to work with. We were quite upset to find things stacked on the truck incorrectly (small boxes holding up larger ones and crushed). You have to really mistreat Rubbermaid boxes to get them in the shapes we received them. The fans we mentioned before...all of them broken and in pieces when unwrapped. The mover's remarks were "well it happens you just have to claim it". So I now live in AZ where it is 70 in December; and you can't go buy a fan at Wal-Mart it is off season, so I can't even replace what they broke until the spring. They made the same remarks about the crushed and damaged boxes "that it was how we packed them not how they handled them". The icing on the cake is most of our items were damp, and I have mold damage on a brand new dresser that has never been near water to get mold damage. My daughter's desk which was well over a grand and can't be replaced instead of using something to take the legs off the desk or asking us how to remove them, they chose to rip the legs off the desk and then pack it for the move. The desk is not repairable and honestly not replaceable. We have way too many items that are broke **and over 40 boxes that are still missing**. We actually watched them roll end over end our safe down a flight of stairs, instead of using proper equipment to move the item.

What worries us the most is since the movers were trying to unload furniture and boxes that we knew were not our boxes, were other people they served that honest and told them the same thing? Do other people have our stuff since they failed to properly manage the truck and my belonging to ensure that our entire household stayed together, and didn't get mixed in with other households?

So today is the 12<sup>th</sup> of December and a claim form was promised it would be mailed on the 6<sup>th</sup> and we haven't received anything from as of today's mail. As this point I am ready to hire an attorney to reclaim what I paid to budget to book the carrier, and what I paid to Garret trucking for misappropriation of personal belonging, damage to our furniture, and many collectible that are valued well over the minimum coverage. Also when we reviewed the email where Sienna had provided us with a Government ID number on how great your service would be, we had no idea when we signed the contract that we weren't getting a budget truck and you were outsourcing our contact to an outside carrier which of course is not listed with good standings on the site. If you Google Garret trucking which we couldn't do until we had our belongings...he has horrible rating and a huge turn over problem with his staff. You need to do some research before hiring carriers and I will never trust another company to move my belongings again.

Here is what the Law office of James Novak offered us about theft as far as Arizona considers:

**THEFT - Criminal Defense Attorney - Arizona Laws**

A **crime of theft is defined** as the illegal act of taking or using another person's property without permission or consent. It is also considered a theft crime to accept or receive property that you know to be stolen. Theft crimes classifications can range from acts of stealing from a store to the more serious felony crime of taking money from a corporation. If you have been accused of committing a theft crime, it is important for you to consider hiring an Arizona criminal attorney experienced in defending theft charges.

There are many forms of theft charges. The two major categories can fall within "petty theft" and "grand theft". Grand theft is also known as "Larceny". The main differences between the two involve the following factors:

- 1) The value of the item stolen. In order to be considered grand theft the total value of what was taken must exceed a certain dollar amount. In Arizona that amount is \$500.00. Any item stolen that exceeds \$500.00 is considered to be "grand theft". That threshold is subject to change as money changes in value.

So you tell me Donald can you help me claim more than just the grand in loss, can you help me work with Garret over my missing 40 boxes of items and the damage to furniture that should never have been damaged or molded? If you can't help me recoup the loss from both Budget and Garrett and yes I considered the additional insurance, it was quoted to me as 6K on top of the 8K I was paying him to move my stuff. There was no way I was going to sign for that I thought you had booked me with a reputable carrier, or do I need to hire Mr. Novak and go to court to recoup our loss? I can provide pictures damaged items; I even have one pic we took inside the truck where our items are falling over.

Where can you help me from here?

Stacy & Brett Bowman