

From: Info info@petrolinomoves.com
Subject: Re: Attention Wilbur Lopez, and Michael Taylor. Demand for Resolution
of Disputed Charges – Reservation #4425588
Date: Aug 6, 2026 at 10:43:34 AM
To: Jessica Bray brayjesl@gmail.com

August 6, 2026

Via Email

Jessica Lynn Bray
6319 West Harmony Street
Rathdrum, ID 83858

Re: Reservation No. 4425588

Dear Ms. Bray,

Petrolino Moves acknowledges receipt of your demand letter regarding Reservation No. 4425588. We appreciate the opportunity to review your concerns and have carefully examined the reservation file, call recordings, inventory revisions, dispatch records, and the documents executed before and during your move.

After completing that review, we believe several important facts were omitted from your letter. For clarity, we believe the following timeline accurately reflects the events surrounding your move.

Reservation and Quality Assurance

Your original Binding Estimate was prepared using the inventory provided when your reservation was made.

As part of our standard operating procedures, our Quality Assurance department later contacted you to verify that inventory before dispatching a truck. During that conversation, you added a substantial number of additional household items that were not included when the reservation was originally created. As expected, the

estimated cubic footage and price increased to reflect those additions.

After discussing the revised estimate, you elected to remove many of those items from the inventory, which reduced both the estimated cubic footage and the quoted price. During that same conversation, you were advised that if those removed items were present on the day of pickup, additional truck space would be required and the estimate would need to be revised accordingly.

These conversations were recorded and remain part of our file.

Pickup Day

Our crew completed a physical walkthrough of the shipment. During that walkthrough, it became apparent that the shipment presented for transportation was substantially larger than the inventory used to prepare your second estimate.

At that time, our crew explained that transporting the entire shipment would require additional truck space beyond what had originally been reserved. The revised estimate reflecting the additional space was reviewed with you, and you elected to proceed under those terms before loading continued.

As loading progressed, the crew simply monitored the amount of truck space being utilized. Once the shipment occupied the amount of space included under your original reservation, loading paused briefly so dispatch could confirm whether you wished to stop loading at that point or continue transporting the remainder of your belongings under the revised estimate.

You confirmed that you wished to continue transporting the remainder of your shipment, and the crew resumed loading until the pickup was completed.

This is our standard operating procedure whenever a shipment exceeds the amount of truck space originally reserved. It ensures that customers remain in

control of how much property they wish to transport and that no additional transportation services are performed without the customer's authorization.

Inventory Comparison

Following receipt of your letter, we carefully compared the inventory used to prepare your estimate with the inventory documented by our crew during the physical walkthrough on the day of pickup.

The two inventories are materially different.

The pickup inventory contained numerous additional household goods, along with significantly different quantities of items previously listed. Among the additional items documented during pickup were a glass corner cabinet, two entertainment centers, five end tables, six chairs, two twin beds, a lamp, a large picture, a small plastic drawer unit, twenty-nine plastic totes, twenty-three large boxes, six small boxes, an extra-large box, two queen bed frames, and numerous other household goods that were not included on the inventory used to prepare your estimate.

Even where similar items appeared on both inventories, the quantities frequently differed. For example, the original inventory listed one end table, while the pickup inventory documented five. Several categories of moving boxes and storage totes likewise appeared in substantially greater quantities than originally estimated.

These are not minor variations. They represent a materially larger shipment than the one originally quoted.

This comparison is precisely why every interstate move includes a physical inventory verification. Estimates are prepared using the information available before the move, but the final transportation charges must reflect the actual property presented for shipment.

Accordingly, the revised estimate reflected the shipment actually being transported and was not an arbitrary adjustment.

Delivery and Payment

Your letter also references financing and delivery.

Petrolino Moves does not offer financing for moving services, and our staff accurately explained the payment options available under your transportation agreement.

Similarly, interstate delivery dates are estimates based upon routing, scheduling, weather, transportation logistics, and other operational factors. While many shipments are delivered within approximately three to six weeks, delivery estimates are not guarantees.

Consistent with your transportation agreement, the final balance is due when the delivery crew arrives with your shipment.

Although household goods shipments do not provide GPS-style customer tracking, our customer service department remains available throughout transit to provide shipment status updates whenever requested.

Registered Agent

Our registered agent information is publicly available through the Maryland State Department of Assessments and Taxation.

Conclusion

Petrolino Moves remains committed to completing your relocation professionally and delivering your household goods in accordance with the transportation

agreement.

After reviewing the reservation history, recorded telephone conversations, inventory revisions, pickup documentation, and signed transportation documents, we do not believe the revised charges were improper. Rather, they resulted from the actual shipment presented for transportation, which materially exceeded the inventory used to prepare the original estimate.

Nevertheless, we remain willing to review any additional documentation you believe has not yet been considered in an effort to resolve this matter professionally and in good faith.

We appreciate the opportunity to respond and look forward to completing your move successfully.

Sincerely,

Petrolino Moves, LLC

On 8/5/2026 3:48 PM, Jessica Bray wrote:

Attention:

Wilbur Lopez, Owner

Petrolino Moves, LLC

6201 Kenilworth Ave.

Riverdale, MD 20737

Dear Mr. Wilbur Lopez (owner) and Mr. Micheal Taylor (manager),

I am writing regarding Reservation No. 4425588 and to request immediate

resolution of a serious dispute over concerning my interstate move.

On the evening of August 1, 2026, after the Rapid Relo Inc crew had already loaded a substantial portion of my household goods and the remainder had been placed in my front yard, the crew stopped working, and I received a call from the dispatcher, Olena, at approximately 9:11 p.m. She informed me that the shipment had exceeded the estimated cubic footage and that I would be required to pay for an additional six truck lines, increasing the cost by approximately \$12,000.

I explained that there were no additional items beyond those disclosed during detailed inventory done during the final estimating process. In fact, I had purchased a 6 x 15 trailer and loaded that to ensure there were no extra inventory items. The binding estimate included a detailed inventory of my household goods to be shipped, and your estimator Alex had ample opportunity to properly assess the shipment before providing the estimate.

I was told that unless I signed the revised estimate immediately, the crew would stop working. While I was on the phone, the crew completely ceased loading my household goods. The foreman advised me that he had been instructed not to continue until I signed the revised paperwork.

At that time, it was after 9:11 p.m. The foreman had been assessing my belongings throughout the entire day. They had already postponed the move by one day, despite written acknowledgement via text message that I was required to fully vacate the residence by August 2. My furniture and personal belongings were partially loaded and partially sitting outside my home in the front yard, leaving me with no practical ability to obtain another mover or return everything inside at that hour. Under those circumstances, I signed the revised estimate under economic duress, because I had no reasonable alternative if I wanted my move completed, or if I wanted to protect my belongings.

The pre-move estimate reflected 876 cubic feet. The final Bill of Lading reflects

1,566 cubic feet, an increase of approximately 79%. Given the detailed original inventory and the absence of any significant additional property, I believe the original cubic footage was substantially understated. The timing and magnitude of the increase, coupled with the fact that it was not disclosed until my belongings had already been removed from my home and loading had been substantially, leads me to believe that the original estimate may have been intentionally understated to secure my business, with the true cost not revealed until I had no practical ability to obtain another mover. Based on that, I dispute both the accuracy of the revised cubic footage and the resulting charges.

During my conversation with Olena, I also asked whether financing was available because of the sudden unexpected increase and limited availability of funding this exponential increase. I was told financing was not available, and that my only options were to put it on my credit card or make three payments before delivery, but that my belongings would not be delivered until final payment was made. I was further informed that delivery would take 35 days, despite previously being advised that delivery would occur in approximately 21 days. This leaves my family without our household goods for an additional 2 weeks longer than expected.

I am attempting to resolve this matter directly and in good faith with Petrolino Moves before pursuing regulatory complaints or litigation. Although I contracted with Petrolino Moves, the pickup and loading were performed by Rapid Relo Inc. as contracted by your company. Accordingly, I expect Petrolino Moves to take responsibility for resolving this dispute regardless of any internal relationship between the companies

Accordingly, I request that Petrolino Moves:

1. Remove or substantially reduce the disputed additional charges to reflect the original agreement or discussion in writing regarding another to er reasonable solution.

2. Provide a written explanation of how the cubic footage was estimated, and how it increased from 876 to 1,566 cubic feet despite the detailed inventory being unchanged.
3. Confirm my anticipated delivery date in writing and any possible method for me to track my belongings while in transit.
4. A written response to this demand within 48 hours of receipt.
5. Provision of the legal contact information for the registered agent at the main headquarters of Petrolino Moves.

If this matter cannot be resolved fully in a mutually acceptable manner, I intend to pursue all available remedies, including filing complaints with the Federal Motor Carrier Safety Administration, the Maryland Attorney General, Alaska attorney General, and the Illinois attorney General listing both Petrolino Moves and Rapid Relo Inc, the Better Business Bureau, and any other appropriate consumer protection agencies. I also reserve all rights to seek recovery through civil litigation.

I sincerely hope we can resolve this professionally without the need for further action, and I look forward to your prompt response.

Sincerely,

Jessica Lynn Bray

Phone: [\(406\)-781-3603](tel:(406)-781-3603)

Email: brayjesl@gmail.com

Address: [6319 West Harmony Street, Rathdrum, ID, 83858](#)