

Here are some messages I sent through Facebook messenger...

Texas Movers Group

Home Mover

December 8, 2020

12/8/20, 4:15 PM

You sent December 8, 2020

When will my shipment arrive? Hettie



Texas Movers Group sent December 8, 2020

Thanks for messaging us. We try to be as responsive as possible.

We'll get back to you soon.

December 8, 2020

12/8/20, 10:03 PM

You sent December 8, 2020

I am very concerned. Has my furniture been misplaced??

You sent December 8, 2020

It has been four weeks!

December 13, 2020

12/13/20, 8:55 AM

You sent December 13, 2020

You never got back to me

You sent December 13, 2020

I am incredibly disappointed and anxious. I am preparing to contact my lawyer about what recourse I have. I NEEDED AN UPDATE ABOUT WHERE MY FURNITURE IS!!!! It has been over a month!!!!!!



Texas Movers Group sent December 13, 2020

Good a morning Hettie, we did get back to you please check your text messages from yesterday. This is what I sent you.

Good morning Hettie, sometimes on the way we have delays by clients that causing us to seat and wait 1 or 2 days before we deliver. We are doing deliveries this morning but I will contact the driver soon and ask him for an eta for you. When it's out of state move there is also inspections on the way so that is also causing delays for the drivers. Sorry You had to wait but we are on the way

Sincerely

Michelle

Texas Movers Group

You sent December 13, 2020

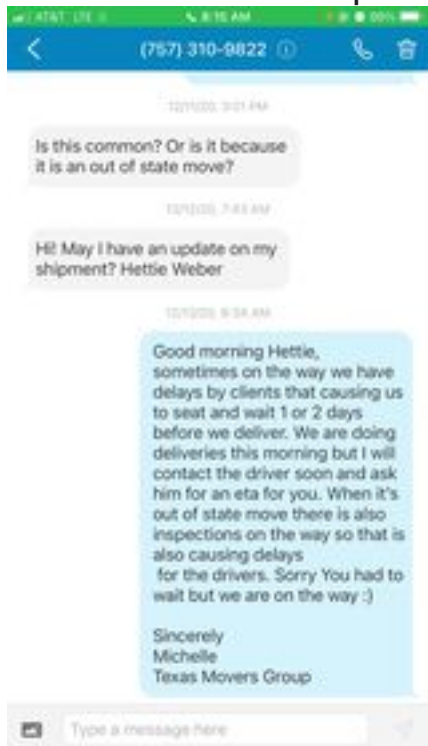
I did not get any text messages. Thank you.

You sent December 13, 2020

And that is fine. I would not have cared if it took more time if you just would communicate better. A short phone call from time to time would have been appreciated. I have had to reach out every time to get any information.



Texas Movers Group sent December 13, 2020



You sent December 13, 2020

Can you Tell me where the furniture/driver is now? What state?

You sent December 13, 2020

I have no idea why it didn't come through but thank you



Texas Movers Group sent December 13, 2020

I do apologise that you have not received my text. I did speak to your driver now. He will be doing delivery between tomorrow and the day after. He is in Arlington VA waiting on a customer for a day now.

Texas Movers Group sent December 13, 2020

I will provide you with the driver number and feel free to call him. His name is David and he super nice



You sent December 13, 2020

Ok thank you so much. I feel better. I can track an Amazon package but not this and it is so hard to get in touch. I don't understand why you have to do everything.



Texas Movers Group sent December 13, 2020
+1 (772) 828-6254

You sent December 13, 2020
Ok thank you.



Texas Movers Group sent December 13, 2020
I do weekends but due to Covid we are short. Hettie again thanks so much for your understanding and I will make sure to take care of this too.

You sent December 13, 2020
Thank you. Have a good day Michelle.



Texas Movers Group sent December 13, 2020
You do the same

December 16, 2020
12/16/20, 10:22 AM

You sent December 16, 2020

Michelle the guy is here and he can't make the turn into my neighborhood. He says we have to pay 700 more dollars I'm not doing that