



CSI Claim ID: 1130-2020
Order #: X6447628

Customer name: [REDACTED]	Home telephone: [REDACTED]	Office telephone:
Mailing address: [REDACTED]	City: Denver	State: CO
	Zip: 80231	Cellular phone:
Pickup address: [REDACTED]	City: Zebulon	State: NC
	Zip: 27597	Pick Up date: 08/20/2021
Pickup address: [REDACTED]	City: Denver	State: CO
	Zip: 80231	Delivery date: 09/12/2021

Carrier name: Wrap and Tag Moving llc DBA Northern Elite Van Lines	Carrier Number: 551-200-4485
Was shipment in carrier's warehouse: Yes	Warehouse in: 08/20/2021 Warehouse out: 09/10/2021
Claim Type: loss, damage, grievance	
Valuation Protection: \$0.60 Cents Per Pound Per Article	

Loss

#	Inventor y number	Item name	Article weight	Description of Loss	Item Make / Model	Cost to Replace	Amount claimed
1	2	CAT TREE	350	I never received, and the warehouse did not find, an approximately 70" gray cat tower.	Tyrone 70	\$220.00	\$220.00
2	67	SUITCASE (WITH CONTENTS)	40	Light blue suitcase full of study materials for the "Professional Engineering" exam. This consists for about \$4000 of textbooks and course prep work. Materials are listed elsewhere, this is for the suitcase only.	Delsey	\$129.97	\$129.00

#	Inventor y number	Item name	Article weight	Description of Loss	Item Make / Model	Cost to Replace	Amount claimed
3	67	BOOKCASE or SECTION	2	Book was not an option, but this is a textbook	Hardcover PE Civil Reference Book	\$229.00	\$229.00
4	67	BOOKCASE or SECTION	15	Book was not an option under item name, but this is for a book	All in One Civil PE Book	\$99.00	\$99.00
5	67	BOOKCASE or SECTION		Book was not an option under item name, but this is for a book	PE Civil Exam Guide	\$185.00	\$185.00
6	67	BOOKCASE or SECTION	2	Book was not an option under item name, but this is for a book	Env Engineering Ref Manual	\$574.15	\$574.00
7	67	BOOKCASE or SECTION	2	Env Engineering Ref Manual	Env Engineering Ref Manual	\$433.67	\$433.00
8	67	BOOKCASE or SECTION		This is for 2 300 page binders of notes and assignments for an exam prep course. I did the Live online course bundle.	PPI 2 Pass	\$2,595.00	\$2,595.00
9	128	LADDER, 6FT	5	A 3-step ladder that was 6 feet tall	COSCO	\$45.00	\$45.00

Damage

#	Inventor y number	Item name	Article weight	Description of Damage	Item Make / Model	Cost to Replace	Amount claimed	Carton damage
1	32	SHELVES/ SHELVING (Each)	2	A bathroom towel shelf, completely messed up. Couldn't stand on it's own afterwards. It was TAPED to the OUTSIDE OF	Mainstays	\$22.00	\$22.00	No

#	Inventor y number	Item name	Article weight	Description of Damage	Item Make / Model	Cost to Replace	Amount claimed	Carton damage
				THE MOVING TRUCK. I have this on video and it's attached.				
2	33	BOOKCASE or SECTION	60	1. The shelving they took out of the shelf and packaged was damaged on the corners. 2. The mover (I saw this happen) though the backing of my bookshelf was packing paper and just straight up ripped it apart...	Sauder	\$243.50	\$243.50	Yes
3	119	BARBECUE WAGON (BBQ)	50	Charcoal Grill was STEPPED on and smashed by mover. They were trying to get out of the back part of my storage unit and tried to step on the grill to get it. It instantly made the back legs collapse and where the screw went it bent out of shape.	Riverdale	\$119.00	\$119.00	Yes
4	87	LAMP, FLOOR	2	Floor lamp totally broken. Wooden top broken in several places and lampshade crushed	Arvelo	\$70.00	\$70.00	Yes
5	54	Glass Shelves	5	This is NOT a	Misc.	\$200.0	\$200.0	Yes

#	Inventory number	Item name	Article weight	Description of Damage	Item Make / Model	Cost to Replace	Amount claimed	Carton damage
				<p>glass shelf, this is for ALL of my glassware but that was not an option. I had a small box very well packaged and labeled. Every single glass item within it was damaged. This included wine glasses, brandy glasses, regular cup glasses and ramakins. I am bundling these since they are in each other's photos. The link is to the regular table glasses as they are the most expensive item. The price to replace is the total combined. I have videos of the broken glass since the photos are hard to see against the bubblewrap. Due to that, the photos are screenshots of video</p>		0	0	
6	54	Ceramic Art	3	<p>This item is priceless. This was my great grandmothers and was wrapped extra well and well labeled. There is no reason</p>	Corning	\$130.00	\$130.00	Yes

#	Inventor y number	Item name	Article weight	Description of Damage	Item Make / Model	Cost to Replace	Amount claimed	Carton damage
				this thick ceramic should have been broken in countless places.				
7	53	Pottery Art	5	Two broken ceramic flower pots. The navy blue one is from Greece, so is irreplaceable. the other one is linked	Kirkland's	\$124.99	\$125.00	Yes
8	53	LAMP, TABLE	2	Broken table lamp, cannot find the exact lamp but I've attached what seems to be the new version	Safavieh	\$168.00	\$168.00	Yes
9	84	BED, BUNK - BEDSTEAD (Headboard, Footboard, Rails)	100	3 sides of my bed frame came, but the footboard was no where to be found so I can't use the other pieces	Montauk	\$759.99	\$760.00	N/A

General complaint

Description complaint	Amount claimed
<p>This company completely just lied on multiple accounts and across all boards. To begin with, when I was discussing the initial contract with the sales man, I asked if they would store items in a warehouse and switch trucks and take longer like a brokerage. I was told no to all of these items. This was a huge lie. My stuff was moved multiple times and crammed, fragile boxes were in the truck upside down (even though I had arrows pointing up on every box) and things completely misplaced in the warehouse. When the movers arrived, they said they didn't even work for the company and had no idea about several of the things I had discussed with the sales man prior to signing the contract. They were as upset as I was. Additionally, I asked to be moved on Monday 8/13 and was given a 3 day range to move with the last day for pickup being Wed 8/16. Because of this, I took off work, booked hotels, and set my closing date to be Thurs 9/19 on my house. They didn't</p>	\$2,000.00

Description complaint	Amount claimed
<p>give me a pick up time until Monday and said it would be Wednesday, then called Tuesday and said Friday. This was not feasible for me since I was supposed to close on my house already. I had to pay to redo all my housing paperwork, beg the buyers to push it back and request additional days off work since I had to be there when the movers showed up but they moved the date on me about 3+ times. I ended up losing over \$1000 from not working. They also told me they'd deliver it one day, then called that day and pushed it back 3 days and then 5 days. I had a business trip scheduled based on the delivery date they told (it was a week later so I thought it was safe). I had to cancel 2 days of the trip and lost money there as well. I also lost my storage unit reservation because I didn't show up when I had booked it for since the move was a week later than it was supposed to be. It didn't save my discounted rate and now I pay \$20/month extra than anticipated. The customer service line was rarely answered and I found they intentionally ignored calls when I couldn't reach them for four days, then called from a friend's phone and they answered. They were not understanding of people's actual circumstance and clearly put no thought into scheduling. Not to mention that my original quote was under \$5000 and the salesman assured me that the extra 200 cubic yards he added to the quote would be all I needed to avoid surprises on move day. Then my quote went up to about \$7500. I was speechless. That's all I have to say. This company made moving by myself with a sick cat across county and knowing no one a completely miserable experience. I only hired them because I thought it would take stress on moving. It would have been infinitely better if I had hired movers to load my own rental truck. Then I would still have my family heirloom passed from my great grandmother.</p>	

Terms & Conditions

All statements made in this statement of claim and any attached documents are true and correct to the best of my knowledge and belief, and constitutes my complete and entire claim. No material information has been withheld. All claims for loss, damage, delay, overcharge or complaint resulting of international / interstate moves must be submitted in writing by claimant and received by carrier or its agents within 9 months from date of delivery. Claims for intrastate / local moves must be filed in writing within the time limit listed on the back of your bill of lading and per your local state regulations.

Terms and conditions for filing a claim with Claims Service International Inc.

("CSI"): CSI cannot be held liable for any or all carrier's responsibilities or obligations, written or verbal agreement such as but not limited to: carrier's performance, charges, payments, compliance with dot regulations, tariff, policies, claims, any or all other services preformed or promised by the carrier. I understand that CSI may decide to withdraw from the handling of my claim at its own discretion and without an advanced notice. By signing this form I hereby release and forever discharge CSI from all and any claims or complaints, lawsuits, class actions, of whatsoever nature, relating directly or indirectly to my relocation or my claim. I understand that CSI is a third-party claims company hired to process my claim and is not responsible or liable for any or all results of my claim or financial or legal carrier's responsibilities or obligations, any or all agreements made between me and the carrier directly or through CSI. By signing this form, I accept the terms and conditions presented by CSI.

Electronic signature

I accept the terms & conditions

Name:

Email:

Signature IP:
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