

New City Movers  
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[www.davidjohnson@newcitymove.com](mailto:www.davidjohnson@newcitymove.com)

RE: ref no. 7118977

May 15, 2020

Dear David Johnson and Manager,

When I spoke with you the phone on April 17, 2020 to arrange for the transfer of our personal items from a 10 x10 storage locker in Yorkville, IL to our new home in Arlington, Texas, I was verbally told:

1. We would receive our items in 1 to 10 days from pick up. These items were picked up on May 7th.
2. We were given a quote of \$1,150.00. On April 22, 2020, I explained to you that we were not fully certain of the full contents or how well packed these items were. I stated that I was willing to pay extra for this uncertainty. You revised the quote to \$1,430.00 and stated it would include any packing needed.

We paid the agreed upon 20% on April 22, 2020 (\$286.00) and made arrangements to pay 50% upon pickup with a check to be given to the movers. (\$715.00) The final 30% is due when the movers arrive with our items.

On May 7th 2 drivers and 4 packers arrived to pick up our items and we were told (through our agreed upon friend meeting them at the locker) that we had more items than they charged. We were told that the items were also not packed and ready to go. They told us that there would be an additional cost for the additional 200 square feet of items X \$6.00 per square foot or \$1,200.00 more. They had the packers pack the items (taking one hour) and charged an additional \$600.00.

They did not ask our friend for the check we had written. The agreed upon \$715.00. We were contacted and told we needed to make a bank transfer of this amount plus the additional \$1,739.00 or \$2,454.00. We were told that unless we did this our items would not be delivered. We paid this amount.

Since then, we have made several calls to find out the status of our delivery. Today we were told that they have up to 21 days to make the delivery. We had also been told previously, that a check would be fine upon delivery. Now we are told it must be in cash.

To say that we are disappointed and frustrated is an understatement. While we feel annoyed with ourselves for accepting the agreement at your word, and not going over the written contract carefully, we also question the professionalism and honesty of this company.

We want our belongings, consisting of our most precious household items and memories, kept in storage for this past year while we found where we would relocate.

Please resolve this by delivering our belongings, in good condition, to our new home at 1207 Glenbury Court, Arlington, Texas 76006.

Keith and Theresa Frisk  
(630) 346-5937  
[kandtfrisk@gmail.com](mailto:kandtfrisk@gmail.com)