

Stay away from this company at all costs. Our experience moving with Dougherty Brothers was horrific and ranks as one of the most frustrating, humiliating, and demoralizing experiences of our lives. From start to finish Dougherty Brothers proved to be unprofessional, unresponsive, and uncooperative once we had signed on the proverbial dotted line. We believe their actions were not only unprofessional, but criminal in nature, but feel powerless to hold the company to account for their actions. When things went sideways, it was like a game of three card monte with every party (the broker and the two different shipping companies) pointing the finger at everyone else, despite the fact that as the general contractor hiring subcontractors, the broker should be responsible for everything their subcontractors do in the moves they organize. In short the problems with the move included that they: 1) divided our belongings between two small trucks loaded on two different days; 2) claimed we had 50% more cu ft of belongings for the move than was estimated (by five independent moving companies doing detailed inventories); 3) required us to sign a Revised Estimate based on a visual inspection and to commit to that amount which turned out to far more than the actual space taken on the truck, which was clearly marked and verifiable; 4) did not indicate on the Revised Estimate what items constituted more than what appeared in the inventory with the Binding Estimate; 5) did not produce any inventory of our belongings that were loaded onto the truck (leaving us with no proof in the event anything was misplaced in the shipment); 6) "forgot the paperwork for the move at the warehouse" the second day of the move leaving us with no proof of our move or the moving company's contractual obligations until the driver actually arrived with the shipment; 7) refused to allow us to speak with anyone at Dougherty Brothers aside from one customer service representative, Clinton, whose only job seemed to be to say "I'm sorry to hear that"; 8) asked us to pay cash for at least part of the final delivery charge despite indicating that more traceable and secure payment methods were perfectly acceptable; 9) broke and damaged nearly every item of furniture that was in any way delicate (and even several that we would have thought were practically indestructible) that we had paid them to wrap, protect and secure. For a narrative description of the horrors associated with our move with Dougherty Brothers continue reading:

I had spent 3 months getting bids in the forms of Binding Estimates from more than a dozen moving companies. Dougherty Brothers were not the cheapest bid, but they seemingly offered the services we needed, and we trusted the positive reviews we saw. David Owen, the Quality Assurance Manager, was my contact from the beginning and up until we signed the contract, he responded immediately to every question I posed in what felt like lightning speed. Despite dozens of attempts to contact him since then, through numerous emails, voicemails and messages relayed through coworkers, I have yet to receive one communication from him since then, despite being told he was the only one in the company who could answer my questions and concerns.

We were moving our entire 2,000 sq ft house worth of belonging from MA to CA. We had asked to schedule the move for Friday and gave ourselves through Saturday as a buffer before our scheduled travel plans out of the state were to begin. Dougherty then insisted on a two-day window for pickup and chose Friday to Saturday. The actual shipping company, Luxury Logistics LLC, arrived on Saturday morning in a small Enterprise rental truck that was not even designed to hold the slightly over 2000 cu ft that about 5 different moving companies had independently estimated that we had to ship. The driver, Ezra, indicated on the phone before even entering the house that he was aware the truck was likely too small, but tried to assure me that they had a second truck at their warehouse 3 hrs away that was ready and waiting to handle

any overage as needed. When I expressed disbelief that our belonging would be loaded into two different trucks, the driver assured me that this would cause no problems and that our stuff would be consolidated together immediately upon arrival at the warehouse.

After a quick walkthrough of our house, the driver, Ezra, declared that the original estimate did not account for the stackable nature of our stuff and that the actual cubic feet was closer to 2800-3000 cu ft rather than the consensus estimate by brokers and moving companies alike that our stuff was around 2000 cu ft. Because it was Saturday, Dougherty Brothers was unreachable by phone and I had no way of talking with them about how this egregious error in estimating could have happened and what could be done about it. After arguing with the driver for what must have been over an hour (who had no authority to do anything) and trying unsuccessfully to speak with Dougherty Brothers, and watching my wife break down in tears fearing that we would not be able to afford the 50% price hike, a representative with the shipping company, Luxury Logistics LLC, offered to prepare a Revised Estimate that would cap the charges for the move at 2400 cu ft (but in this case would never record the actual cubic feet, as that would surely be much greater). Feeling at the end of a barrel, we agreed to sign the Revised Estimate to avoid the exorbitant price hike we were being quoted. We only realized on review of that paperwork weeks later, that it requires the shipping company to itemize what particular items have been added above and beyond the Binding Estimate. The driver, Ezra, left this section blank with no justification for the Revised Estimate other than his visual assessment. The driver also had me sign the first page of the inventory list, which I believed would be only the first of many based on previous moving experiences. [When we finally received a copy of this inventory list over a week later, the driver had simply written large box on both columns with a line down the page.] Though the packers attached numbered stickers to every item (at first), none of these numbers were keyed to an inventory list (as has been done with every other move we have made cross country). The driver, Ezra, proceeded to leave his packers to their task and sleep in the truck for the majority of the day. In the process the movers smashed up one of our doors and left a large dent in one of the walls. At 5P with several rooms still filled with stuff, the driver informed us there was a mechanical issue with the second truck and that our move would not be completed until Sunday the following day and that they would not arrive until 11A that day. When I explained that this required us to cancel our own cross-country travel plans last minute at great expense to us, he suggested that we have a trusted friend or neighbor supervise the second day of loading. Already out of a great deal of money from these unexpected expenses involved with the move itself, we tasked our neighbor, at much inconvenience to her, to supervise the second day of loading. That day, a question came up that we believed was best answered by Ezra, the driver. Our neighbor informed us that she didn't want to disturb him as he was sleeping in the truck. When the task was done and (over the phone from another state) we asked our neighbor to make sure to obtain carbon copies of all of the paperwork for the move, the driver, Ezra, informed her that he had left the paperwork in the warehouse in NJ, 3 hours away.

We spent the next two weeks seriously concerned that we had been completely scammed and that our belongings would never actually arrive. We called the driver, Sammy, with the delivery company, Fast Move Van Lines, after being given his number by Luxury Logistics to check on the whereabouts of our belongings. He informed us our stuff would arrive the next day (not sure when he would have called to let us know that), a day before we had anticipated, but many days after we asked them to arrive. This late notice left us scrambling to get cash from our banks after hours to acquire the necessary money orders and a great deal of hassle that clear communication would have avoided. Sammy asked how we planned on paying him and when we said money

order, he asked if we could at least provide half of the required amount in cash. When I asked him who to make the Money Order out to, he said "Fast Move Van Lines." We called Luxury Logistics LLC and Dougherty Brothers to verify who to make the money orders out to and they asked us to make them out to Luxury Logistics LLC. Every step of this move felt shady and unprofessional.

When the movers unloaded our furniture, bookcases were smashed, file cabinets had wood handles cut through, metal desks and work benches were bent beyond recognition. We have always had some amount of damage to our belongings with cross country moves in the past and have come to expect it on a small scale, but this level of damage was beyond anything we have seen or experienced. Especially for material that we paid them to "crate" and protect for us. When everything was out of the semitruck (that should have been used when loading our stuff), my wife entered the truck with the driver, Sammy, where he pointed out the lines on the truck indicating the actual cubic feet occupied in the truck. Looking at the lines, my wife thought our stuff had taken up 2200 cubic feet, whereas the driver in his experience indicated it was closer to 2100 cubic feet. By either estimation, this legitimate and measurable figure was somewhere between 200-300 cubic feet less than the 2400 cubic feet that we paid for and nowhere near the 2800-3000 cubic feet the driver indicated upon initial inspection. As such it was completely in line with every estimate we had received and the drama during pickup turned out to be completely unwarranted and manufactured. In the end we were left feeling stupid, taken advantage of, scammed and ignored. I would not wish a Dougherty Brothers moving experience on my worst enemy.