

My response to Ms. Hudson's (of Quality Moving Experts) letter:

First of all, allow me to illustrate the beginning of this situation for us. We originally had a 26' truck rented for 6/30/23 from Penske and we found out 6/29 that truck was no longer available for us. I started frantically looking online for a solution, as we were set to move our stuff on 6/30. I never once signed up online for anyone to contact me. Yes, somehow, Sandy from Quality Moving Experts (QME going forward) contacted us on 6/29/23. She essentially lured and baited us saying they "had a truck", which let us to believe QME indeed, had a truck. She said they had a truck moving a military family to our area (Midland, TX) and their route needed to be filled coming back to the area we were moving to (Florida) and that we could help each other out. It's apparent, in retrospect, that they did not have a truck, nor were they in Midland, TX as Sandy stated in our initial texts. We texted and talked with Sandy that evening on 6/29. We gave her all the items and measured the furniture exactly. Looking at the agreement now, it shows 56 pieces, She prepared a quote with several "discounts" to give us a low-ball quote, which of course is appealing when moving 1500 miles and in a time-limiting and stressful situation.

The movers the subcontracted were based in Waco/Temple, TX area. Therefore, they were not "already" in Midland, TX so that appears to be a false statement by QME. The 3 movers arrived at our home on 7/2/23. We paid in cash the other half of our deposit with QME prior to them starting to load items. It was becoming apparent that they didn't seem professional whatsoever. They weren't wrapping or protecting any of our items in moving blankets or any sort of protective material (as stated by Sandy in initial texting). They weren't working together to move the larger items most would use at least 2 people to move together. One guy tried moving the refrigerator by himself on a dolly and it tipped over and banged into our wall, leaving a gash. Then the same guy moved a large dresser by himself and while pushing it up the truck ramp, all the drawers fell out onto the concrete.

Once we were at our quoted capacity, the lead mover who was delegating, worked up another quote to take the rest of the items that were listed on our contract with QME. In the meantime, they loaded a dresser and our king-size mattress. The movers did not tell us beforehand that if we wanted those removed it would be \$700 to do so. They never told us it would cost anything to remove items from the truck. Then the lead mover said it would be around \$2k more to take those 2 particular items in addition to the stuff already loaded.

Ms. Hudson states in her letter that we never contacted customer service. This is an absolute false statement and I will attach the supporting documents to show that we did contact customer service immediately. We contacted them when they reached the quoted space and had not loaded all the items discussed with Sandy and that were on the contract. Then we also contacted them when they wanted to charge us another estimated \$2k for the mattress and dresser and an estimated \$6k for the rest of the items which had not been loaded. While we were trying to work this

out between all 3 parties (us, QME customer service and the movers), he also tells us he's charging us hourly. At the end of this, the customer service person says she'll refund us \$300 for the additional \$748.55 we had to pay up front to ship the mattress and dresser (upon delivery, that 2nd half would be expected in addition to the original moving quote from QME). On top of the mayhem of the events of 7/2/23, we ask the lead mover about inventory of our belongings. He tells us that they'll take inventory once they unload in their warehouse in Waco. I should've called the police then and there. They didn't write down anything that was being loaded onto the truck. The only thing that shows what was loaded is in the original QME quote (minus the dryer that was, in fact, loaded).

The next morning, on 7/3/23, we get a text from Tyler Ross (owner of North American Relocation Specialist, NARS, moving forward). He states that one of the movers has held the other 2 at gunpoint and stolen the cash we gave the movers, as well as the truck with our stuff in it. He then contradicts himself and says the truck is safe in a warehouse. I will also attach those supporting documents. We contacted Sandy that day on 7/3, not 7/4, as Ms. Hudson states.

QME states they'd hire another carrier to pick our items up and have them delivered to us. We can understand that when the owner died, this will hold things up. We also understand that family needs time to grieve. It's currently 8/26/23, over a month since Tyler's death and we're no closer to knowing exactly where our items are and when we may even get them delivered. We're understanding and compassionate people. This, however, is also a business. We expect business to continue as guaranteed and we're not receiving that.

While all this has been going on and we've gotten no where with QME and them finding another carrier to pick up and deliver our items, I've started doing my own research. One of the several phone numbers listed online belongs to Tyler's friend Caiden. He has answered my call and texts. He's led me to believe that Tyler has "done" this to people before and it sounds like they were in the business of extorting and stealing from the customers whom they loaded and moved items from. I feel based on the situation that has unfolded, that's the most obvious and realistic situation we're dealing with here. I will also upload those supporting documents of the texts from Tyler's friend, Caiden. He also stated that Tyler committed suicide and didn't say anything about a motorcycle accident. So, I'm not sure where that information is coming from.

To speak about the refund agreements Ms. Hudson is referring to, allow me to speak on that. As stated earlier, the 1st refund agreement came in the form of \$300 for the fiasco of moving day on 7/2. The 2nd refund agreement came to us on 7/26/23 for "half" of our deposit with QME for \$704.65. The deposit we already paid QME was for \$1479.75. I pointed out that \$704.65 was not half our deposit. That's when they agreed to refund us \$1000. I said that would be acceptable at the time. I have not ever received that refund agreement to this day.

All of QME refund agreements also state that by signing this, we waive our legal rights to (essentially sue or take legal action against QME) for past, present or future business matters. It

also states that we aren't allowed to speak ill of QME, their employees, etc moving forward. I'm sure many in our situation would just take whatever amount of money they could get back. However, not knowing exactly what's going on, nor the future of our items, we weren't signing any more contracts, much less signing away any legal rights to us.

I've sent an arbitration letter and demand letter to the address on the Interstate bill of lading for NARS. The woman who lives at that address called me yesterday wondering why I sent those to her address and that Tyler's father is the one handling his business affairs. His name is Garrison Ross and he lives in Las Vegas. I sent him a facebook message yesterday. I haven't heard back from him.

QME says they're diligently working on retrieving our items and that they're still working to reimburse us, per Ms. Hudson's words. However, I haven't received the \$1k refund agreement, nor heard from anyone from QME regarding this since 8/4/23.

Ultimately, I feel QME needs to refund the total amount we've paid them (\$1479.75) and continue to work on retrieving our items from the moving company that has either apparently stolen/held hostage/sold our items/not working with either of us to/delaying business. I believe they should also be responsible for the cost of retrieving and delivering our belongings to us.