

Dear Long Distance Van Lines,

As I am sure you know, moving is stressful. I had every confidence that your moving company would provide us with great service. Eric, James and Ellie were helpful and courteous on the phone, however when it came to the actual move, my experience with your company was very disappointing and even frightening.

To begin with, I was told to expect the mover Tues. or Wed. So I cleared my calendar for those days. Sunday I get a call from the driver who does not speak English very well, saying he would deliver at 3pm on Monday. So I had to clear my afternoon appointments for Monday as well. When I called him Monday to verify the time. He then told me 7:30 at night. (very bad time in Florida as the mosquitos are out in full force and it's getting dark.)

I called him later to tell him that we were having very stormy weather with tornado warnings and large hail from 5:30 – 7:00 pm. It was on the news and they were telling us to stay indoors and seek cover. I called the driver to tell him of the situation. He told me he saw no storms, he was heading for my house, and would be there at 7:30. He was very rude to me, refusing to listen to what I was saying, and he hung up on me.





PUBLIC NOTICE!
MONDAY'S HAIL STORM
DENTED 1,200 OF OUR VEHICLES!
OUR LOSS IS YOUR GAIN!
 ANY WALLACE INVENTORY AFFECTED
 HAS BEEN DRASTICALLY MARKED DOWN!
Wallace
 AUTO GROUP
 NEW VEHICLES ARRIVING DAILY
CLICK TO SAVE

Monday's Hail Storm Dented 1,200 vehicles.
 Our Loss is Your GAIN!
 Any Wallace Inventory Affected has been Drastically MARKED DOWN!
 Dent Removal is available upon customer request.
 Hang Tag Discounts are In Store Only, and are not listed online.
 Visit Wallace Volkswagen Today for Huge Savings!
[Shop New Inventory](#), or [Shop Pre-Owned Vehicles!](#)

Please note the time on the Storm Trac WEATHER – and the hail coming down in Stuart which is where I was and why I was trying to tell the driver it wasn't safe for me to get up to Ft. Pierce right away. Also an add that appeared a day or two after the event.

It takes a half an hour to get to my house in Ft. Pierce from Stuart, FL. I called him again to tell him I could not leave Stuart as we were experiencing tornado warnings and hail and

it was all over the TV. At this time he started yelling at me. I tried to explain the position I was in, that it wasn't safe to drive. To which he yelled some more then hung up on me again. A little after 7:00pm as the storm was clearing I drove North up to my house in Ft Pierce.

I got there at 7:35. He had just gotten there at 7:30. My neighbor went out to talk to him and tell him to stop yelling at me, that he can't talk to me like that. The driver would not even look at me. He insisted I pay him upfront before he did anything and threatened me that he had only 1 hour to unload. He was there by himself. He had no crew with him. It was extremely stressful. He would not give me a receipt or the packing order and told me to take a picture with my camera of the receipt. He did not have the packing list with him. None of the boxes were numbered or marked.

There was no one there to unload the van. He got some neighbor hood kids to start unloading boxes. A half hour later a family showed up to unload. This included a child of maybe 4 years old, a young teen girl, both who just got in the way making idle conversation and climbing on the furniture – and a husband, wife and son.

It was very chaotic. The children kept opening doors and letting mosquitos in.... The movers did not unwrap the furniture or put it back together, as I was told they would do. We had one knife to cut through the tape. My neighbor brought it over. So he started unwrapping things. The driver did not offer to help.

Things were broken sometime during the move. One antique dresser was broken as the mover was holding it by a fragile leg and the dresser began to fall apart. We got him to stop and we pounded it into place, but it is messed up now. The antique child's dresser's foot was mangled. They did not put the legs on the one hutch that was delivered. They did not put the legs on the sofa or chair for the living room. They did not unroll any of the rugs. The rocking chair is broken. An antique lamp and antique globe were both broken as well.

The driver was in such a rush that a lot of furniture was left in the garage. Boxers were not unpacked. They were just piled up. Nothing was labeled or numbered. I had no idea what was in any of the boxes. I couldn't wait to get the family that came to "help" (He'd gotten them from Craig's List the woman told me) to get out of the way. The little girl was getting on my bed and furniture and playing 'house.' It was absurd.

Apparently the packers on the PA end packed up things they were not supposed to pack that were not on the list and missed items that were on the list. My husband told me he had a very hard time communicating with them and understanding them, that they barely spoke any English. As a result they missed things that were on the packing list and things were put on the moving van that should not have been shipped in the first place. When they came off the van I put them directly into the trash.

I provided your company with a very accurate list. My husband told me he was not able to keep up with the guys who were packing on the PA end.

He paid them a lot more than had been agreed on the official agreement. I had to do the same on my end.

Here is the packing list I provided you with on the contract – above it I am listing what was not delivered.

of the 4 adirondack chairs **only 2 came**

of the 3 small area rugs, only 1 came
 of the 3 bookshelves only 2 came
 the 1 single chair arrived with a broken leg
 of the 2 cupboards, only 1 cupboard came
 the child's dresser has a broken leg
 1 of the table lamps is broken
 1 of the antique globes for the light is shattered

Articles List 21 Items, 63 Pieces					
Qty	Items	Qty	Items	Qty	Items
4	ADIRONDACK CHAIR	1	CHEST, CEDAR	3	MED MIRROR
2	AREA RUG LARGE	2	CUBBOARD	1	OTTOMAN SMALL
3	AREA RUG SMALL	2	DESK, SMALL	1	PINE CHEST
1	BOOK SHELF SMALL	1	DRESSER, CHILD	1	SECRETARY DESK
2	BOOKSHELF	2	DRESSER, SINGLE	1	SLAY BED TWIN
30	BOX (3.0 CU. FT.)	1	LAMP, FLOOR (PBO)	1	SOFA, 1 CHAIR
1	CHAIR, SINGLE	2	LAMP, TABLE (PBO)	1	SOFA, 2 LOVESEAT

Packing Material List								
Qty	Material	Unit Price \$	Qty	Material	Unit Price \$	Qty	Material	Unit Price

Please tell me that your company will compensate me for the broken furniture, see that I get the missed pieces from the packing list in good condition, and do something about the rude, unprofessional and very upsetting treatment I endured from your driver. Also, please do NOT let your driver know that I reported him. He scares me.

Sincerely,
 L. P. Lincoln