

Renita Tucker [REDACTED]

10:31AM (7 hours ago)



to diandre.allaroundmoverz

Hello DiAndre,

Hello, I hope this message finds you well. I wanted to follow up on our recent correspondence and the photos you requested. Have there been any updates or progress towards resolving the matter on your end? Please let me know if I can provide any additional assistance.

Best,  
Renita

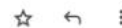
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6 Attachments • Scanned by Gmail



diane.allaroundmoverz@gmail.com

4:47 PM (1 hour ago)



to me

Hello Ms. Renita Tucker,

In regards to your email, I would like to remind you that when I arrived I made you aware from the beginning that you would not be insured. Once your items are no longer in our possession, then we were no longer going to be able to cover your belongings. The main reason why we implemented this decision is because we never know what happens when we're not around. Per our conversation on the phone, you stated that you had to pay another moving company to unload the pods completely and reload it because you were not happy with the way we packed the pods. I know I'm a expert packer, been in business since 2009 and never had a complaint regarding packing. I believe that the other company is to blame for the smudges on your table. I have the attached the contract signed by you for the service we provided that also states the you understand your not insured. I will however, send you a check for the tip that you gave me for my part of the move. Once you forward me an address then the check will be on the way.



Thanks,



DiAndre

Direct: (302) 293-8462

Main: (302) 494-9925

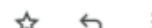
Web: [www.allaroundmoverz.com](http://www.allaroundmoverz.com)



Renita Tucker

to diandre.allaroundmoverz

6:08 PM (10 minutes ago)



Thank you for confirming the fact that your business lacks integrity and honesty. During our call, I informed you about the inconvenience caused by your team's negligence. I had to hire another moving company and order an extra set of Pods to complete the task that your team couldn't handle. They failed to fit the contents of a one-bedroom apartment into the original two allocated pods, which was made worse by loading empty boxes. So unfortunately you are not able to shift blame.

I kindly requested you continue this discussion over email to find a resolution grounded in facts, not your self-assessment of expertise. It's essential to focus on concrete issues in order to achieve a mutually beneficial solution. Your inability to do so and resorting to boasting about your supposed skills further reveals a lack of professionalism and is not a constructive approach.

Keep the \$60 tip, as it may come in handy, given the quality of service has been declining. Retirement could be a suitable option to consider, as continuing in this profession could lead to more dissatisfied customers. I chose your company based on my brother's recommendation from his experience with your company 3+ years ago, but now we have both come to regret that decision. It is evident that your business has deteriorated over the years. Your lack of accountability appears to be the norm, which contrasts with the quality of service you were known for in the past. It's disappointing that your operations have lost their professionalism and expertise.

For your convenience and clarity, these are the **FACTS** categorized by the concerns/feedback:

**Lack of professionalism:**

- Initial booking scheduled for the incorrect day.
- Staff disregarded specific instructions, leading to damage and chaos.

**Improper packing:**

- Several pieces of furniture were not wrapped, including a valuable custom piece (Valley Forge Cannon Table). Resulting in a dented, not scuffed, 200+-year-old cannon.
- Empty boxes were packed, wasting space and not optimizing the available storage in the moving cube.

**Inadequate use of provided materials:**

- Despite providing over 20 moving blankets, straps, and plastic wraps, only 4 moving blankets were utilized, not ensuring the safe transportation of items.

**Cleanliness and respect for property:**

- The team left trash (cups and bottles) scattered in various locations in your previous building without cleaning up before leaving.
- An unauthorized hand truck from your building was used and left in the hallway, showing disregard for others' property and communal spaces.

**Unprofessional behavior:**

- One of the moving personnel, DiAndre, ignored your directives completely. (It is shocking that this turned out to be the owner.)
- Statements undermining the integrity and involvement of my family in the move.
- Defensive and less-than-productive phone call follow-ups, avoiding the main concerns and deflecting responsibility.

**Financial Concerns:**

- The total cost of the service, including tips, amounted to \$1020, which, given the level of service provided, did not meet the standards you advertise

All the best!

Renita Tucker

**Renita Tucker** [REDACTED]  
to Grace ▾

Sep 5, 2023, 3:25 PM (7 days ago) ☆ ↶ ⋮

I can be available until 5 EST today and at 6 EST the rest of the week.

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**Renita Tucker** [REDACTED]  
to Grace ▾

Sep 5, 2023, 6:58 PM (7 days ago) ☆ ↶ ⋮

Hi Grace!

Firstly, could you either loop DiAndre into this correspondence or provide his direct email so I can forward this? As the owner, I appreciate his involvement as it brings more accountability to the table, especially when it concerns the company's reputation and service quality.

Following our phone conversation today, I thought it best to touch base via email to ensure all concerns are clearly documented and addressed. DiAndre mentioned needing photos of the cannon table; these will be attached. On the call, he suggested that the move's challenges might've been influenced by my family's presence. This sentiment not only feels misplaced but also overlooks the genuine concerns I've raised.

While our call earlier didn't fully address the issues at hand, my focus remains on finding a fair solution. Given all that's transpired, it seems reasonable to me that a considerable portion of my bill should be adjusted to reflect the service inconsistencies.

I value constructive dialogue over confrontational exchanges. So, in the future, I'd prefer our talks to remain on email. This also ensures that there's a clear record of our conversations. I trust we can commit to engaging with an increased level of mutual respect as we work through this.

I'm optimistic we can work this out efficiently and hope to see some progress by the end of the week.

Warm regards,  
Renita



grace.allaroundmoverz@gmail.com

Mon, Sep 4, 10:31AM (8 days ago)



to me ▾

Good morning,

I'm very sorry that we didn't meet your expectations. I'm very appreciative of the feedback and will make necessary adjustments. Please let us know how we can rectify the situation.

Thank you,  
Grace 302-293-8462

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Renita Tucker

Mon, Sep 4, 2:38 PM (8 days ago)



to grace.allaroundmoverz ▾

Thanks for the speedy response.

I acknowledge and appreciate your apology. However, considering what happened, I believe it's only fair to discuss some sort of financial compensation. Although no amount of money can truly replace the sentimental value lost or relieve the stress I experienced, it would at least acknowledge the severity of the issues I faced.

I hope you understand my perspective. I'm open to discussing a fair solution that benefits us both. Your input would be greatly appreciated.

\*\*\*

Grace Polk

Tue, Sep 5, 9:24 AM (7 days ago)



to me ▾

Good morning,

Thanks for the opportunity to address the issues that you experienced with your move. Please let me know when you are free to speak with the owner so we can come up with a fair solution.

Have a great day  
Grace

DiAndre Polk



to grace.allaroundmoverz ▼

Dear Grace,

I trust this letter finds you well. My intention in reaching out is to provide a comprehensive account of my recent experience with Allaroundmoverz. This feedback is not meant to tarnish your company's reputation but to highlight certain critical areas for improvement.

The journey started with a scheduling oversight, setting the move on the wrong date. But that was just the beginning of the series of setbacks.

A point of major concern was the treatment of a table crafted from a cannon from Valley Forge. This irreplaceable piece, rich in history and sentiment, was left unwrapped. When I inquired about its safety, the team seemed indifferent, assuring me, "it'll be fine, don't worry." It was unsettling, especially considering I had provided ample protective equipment (20+ moving blankets, straps, plastic wrap), and only a fraction was used. What added to my concern was that my attempts to rectify these oversights, especially with Dre Sr., seemed to fall on deaf ears. I felt completely ignored by him, which was disheartening and further heightened my apprehensions about the safety of my possessions.

Additionally, while I tried to improve the team's experience by offering refreshments and water, I later found discarded cups and bottles throughout my building. Their decision to use and subsequently abandon a hand truck from my building that wasn't mine was yet another disappointment. Moreover, I was taken aback that such a fundamental tool wasn't a part of your company's standard equipment.

Finally, I paid for the third mover to assist with packing, so I do not understand the decision to pack empty boxes and not optimize the moving cube's space. This particular one is vexing me to this day. Unpacking my boxes to find that nothing is in some of them has been of the utmost shock to me.

In terms of the financial aspect, I shelled out \$840 for the move and tipped each mover \$60, amounting to a total of \$1020. I undoubtedly expected a higher level of service and professionalism for the price I paid.

Grace, though there were a myriad of other issues, I bring these points to your attention out of genuine concern. While some aspects of the move were satisfactory, they were overshadowed by significant missteps. I'm open to a dialogue about rectifying the situation, as I believe in constructive conversations.

I trust that you'll take this feedback to heart, using it to refine Allaroundmoverz's services. Here's to better experiences in the future.

All the Best,  
Renita Tucker