



File a Complaint

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution.

Your complaint details:

First Name: Cathi **Last Name:** Haselton

Email: 2_hazzys@comcast.net **Phone:** 8022498195

Street Address: 4092 Vt Route **State:** VT
105

City: NEWPORT CENTER, VT **Zip:** 05857

Country: USA

Description of Complaint:

I was anticipating a move using Priceline Logistics Movers and paid a deposit of \$2022.00. I called the company in June and let them know that my move was delayed and requested my deposit back. The sales rep told me that I could put a hold on the move for 12 months which I agreed to. I asked him if, within the 12 months I wanted to cancel would I get my full deposit back. He responded that I would with the exception of \$200.00. I agreed to put the move on hold. Since this time I decided to hold off on the move as we were having trouble finding a new home to move to due to the high demand on the real estate market we are currently experiencing. I requested they cancel the hold and refund my \$2011.00. I then spoke to a CS rep who told me that a verbally agreement is not legally binding and that they would be keeping half of my deposit \$1005.50. I refused that resolution and told them that I was told that I would get my entire deposit back which they are now unwilling to honor. I now have to hire an attorney and litigate this matter in order to not have my funds stolen from this company. At this point, since they are not honoring the contract and verbal addendum then the contract is now nullified. The rep I have been speaking to about this from the start has called me from his cell phone so it is doubtful and

Priceline Logistics,
LLC

📍 2054 Vista Pkwy STE
400,
West Palm Beach, FL
33411-6742

📞 (855) 444-4615

If you have any questions or concerns, please contact the BBB assigned to your complaint:

**BBB Serving Southeast
Florida & the Caribbean**

📍 4411 Beacon Circle
West Palm Beach, FL
33407

✉ Email this BBB

📞 (561) 842-1918

Desired Settlement:

Refund

Does your complaint involve a health issue?:

No

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- I have read and agree to the [Complaint Submission Terms](#).
- I authorize the business to communicate with BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable: (a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt.
- I consent to the collection, use, and disclosure of my personal information in accordance with the [BBB Privacy Policy](#), which I have read and understand.

Signature: _____

Date: _____


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