

COMPLAINT REGARDING PRICING VAN LINES

Interstate Household Goods Move

Acton, Massachusetts → Dunedin, Florida

May 2026

Complainant: Daniel Gilfix

EXECUTIVE SUMMARY

This complaint concerns Pricing Van Lines’ estimating process, pricing revisions, and allocation of responsibility during my interstate household goods move.

Pricing Van Lines provided an initial estimate of \$7,682 in January 2026 after conducting a detailed telephone inventory. The company represented that it was responsible for evaluating shipment size and converting household goods into cubic footage for pricing.

By completion of the move, the total cost increased to approximately \$16,876, representing a 120% increase.

The increase occurred in stages:

- A pre-pickup “quality assurance” revision
- A pickup-day surcharge imposed during loading

A key issue is that Pricing Van Lines controlled the inventory and pricing methodology but repeatedly attributed discrepancies to the customer, despite being the sole party responsible for generating the estimate.

In addition, multiple intermediary entities became involved after booking, including “Moving Services,” without clear disclosure of their role in pricing, logistics, or claims responsibility.

PRICE ESCALATION SUMMARY

Stage	Timing	Amount
Initial Estimate	January 2026	\$7,682
QA Revision	Early May 2026	\$11,136
Pickup-Day Increase	May 15, 2026	\$16,876
Total Increase	—	+\$9,194 (120%)

1. SALES PROCESS AND INITIAL ESTIMATE

In January 2026, Pricing Van Lines conducted a telephone inventory review of my household goods and issued an estimate of \$7,682.

Pricing Van Lines represented that:

- It was responsible for determining shipment size and cubic-foot calculations
- The estimate reflected the full scope of the move
- Specialty items such as a piano were included
- Storage flexibility would allow delayed delivery
- The move would be coordinated under a consistent structure

To secure the rate, a substantial deposit was required.

These representations formed the basis of my decision to proceed.

2. ACCOUNTABILITY FOR INVENTORY AND ESTIMATES

Pricing Van Lines controlled all elements of the estimating process, including:

- Inventory classification
- Cubic-foot conversion methodology
- Pricing calculations
- Subsequent revisions to the estimate

As a customer, I had no independent ability to verify cubic-foot calculations or pricing formulas. I could only describe items and approximate quantities.

Despite this, when revisions occurred, they were attributed to “additional items” or “previously unlisted inventory,” shifting responsibility for discrepancies to the customer.

This created a structure in which:

- Pricing Van Lines controlled the estimate
- Pricing Van Lines controlled revisions
- Pricing Van Lines controlled pricing methodology
- The customer absorbed all financial impact of changes

There was no clear mechanism by which Pricing Van Lines was accountable for the accuracy of its own estimates.

3. QUALITY ASSURANCE REVISION

Shortly before pickup, Pricing Van Lines conducted a “quality assurance” review led by a representative identified as Joe Menechem.

During this review, the company asserted that additional items had not been included in the original inventory and increased the estimate by approximately \$3,991, raising the total to \$11,136.

This revision occurred after months of prior assurance that the inventory had already been accurately assessed.

4. PICKUP DAY EVENTS AND FINAL PRICE INCREASE

On May 15, 2026, Family Moving LLC arrived to perform pickup.

During loading:

- The carrier indicated the shipment exceeded the revised estimate
- Pricing Van Lines asserted additional cubic footage beyond prior revisions
- A further charge of approximately \$5,740 was imposed

At this stage:

- The residence was already being vacated
- Goods were actively being loaded
- The move was in progress
- No practical alternative mover was available

The final cost increased to approximately \$16,876.

5. PRICING ANALYSIS

Stage	Cubic Feet	Price	Cost per Cubic Foot
Initial Estimate	1,483	\$7,682	\$5.18
QA Revision	1,988	\$11,136	\$5.60
Pickup-Day Revision	~2,988	\$16,876	~\$5.65-\$5.75

The effective cost per cubic foot increased with each revision, despite pricing being presented as primarily driven by shipment size and transport distance.

6. MULTI-ENTITY STRUCTURE AND RESPONSIBILITY

After booking, additional entities became involved in execution and communication, including “Moving Services.”

Based on communications received:

- Pricing Van Lines acted as booking and estimating entity
- Family Moving LLC performed physical transport
- “Moving Services” handled logistics, QA, dispatch, and post-pickup communication

However, these roles were not clearly disclosed at the time of contracting.

As a result:

- Responsibility for inventory accuracy
- Responsibility for pricing changes
- Responsibility for pickup-day charges
- Responsibility for post-move claims

became distributed across multiple entities without clear assignment.

7. DELIVERY CONDITIONS

Delivery occurred on May 29, 2026.

Observed conditions:

- Different crew than pickup
 - Approximately four-hour delay in arrival
 - Approximately 10-hour unloading duration
 - Completion near 11:00 PM
 - Use of rental trucks (Ryder) rather than branded fleet vehicles
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8. POST-MOVE COMMUNICATIONS

On June 1, 2026, I received a call from an individual identifying herself as “Moving Services.”

The representative appeared unfamiliar with key aspects of the file and the prior communication chain, despite the company’s assertion that it had been involved throughout the process.

This reinforced the lack of clarity regarding which entity was responsible for oversight, coordination, and claims handling.

CONCLUSION

This complaint concerns not only pricing increases, but the structure by which estimates were created, revised, and enforced.

Pricing Van Lines:

- Controlled the initial estimate
- Controlled inventory and cubic-foot calculations
- Revised its own estimates upward multiple times
- Shifted responsibility for discrepancies to the customer
- Operated within a multi-entity structure that was not clearly disclosed

The final cost increased from \$7,682 to approximately \$16,876 (120%).

I respectfully request FMCSA review Pricing Van Lines' estimating practices, disclosure of broker and carrier roles, and the transparency and timing of pricing revisions during interstate household goods moves.