

### **Official claim to Royal National Van Lines: Pick up #67535 (booking confirmation #90248)**

We are very disappointed with how the transportation of our belongings from Montreal to Vancouver was carried out and we are absolutely shocked with the extent of damage to our belongings during transportation. Moreover, a number of items were **NOT** delivered to us and still missing.

Below you will find the complete report with pictures and estimated monetary damages. All pictures are also provided separately in a .zip archive file.

We are claiming **\$17,324** from Royal Canadian Van Lines, as compensation for the poor service provided, damaged and lost items, as well as additional costs that we need to incur to remove the damaged items from our home.

#### **Overview:**

- A lot of boxes came severely damaged / ripped / deformed.
- Furniture was **NOT** wrapped properly. The Royal Canadian Van Lines showed up in Montreal without packaging materials, and promised to wrap the furniture at the warehouse in Toronto. Clearly this never happened, as the furniture arrived in Vancouver unpacked. It only had minor packaging which we (the customer) used "just in case for additional protection".
- There is evidence that multiple boxes were repackaged during transportation. We received our belongings in other boxes and our belongings were packaged differently to what we packed.
- It appears that the container with our belongings was involved in an accident where all boxes/items were severely damaged, and thereafter repackaged (very poorly).

#### **1. List of lost items:**

*These items were never delivered to us, but we were still charged for the transportation of these items, based on weight.*

- 2 x kids bicycles (FROZEN theme) = 2 x ~\$90 = \$180
- 1 x kids scooter = \$50
- 1 x IKEA display cabinet = \$470
- 2 x book cases = 2 x \$80 = \$160
- 1x Painting = \$300
- 4 boxes with corporate accounting archive for 2013-2015 years
- All prices are subject to 12% local tax.

**Total cost of lost items = \$1,160 (not including tax)**

- **Estimated weight of lost items = 375 kg**
- **Estimated moving cost of lost items = \$375 kg**

**2. List of damaged items:**

- Bohemian Crystal Wine Glasses = pack of 6 = \$100
- Tea bag organizer = \$45
- Cuisinart Food Processor = \$399
- Wooden dining table = \$1,800
- Wooden chairs = \$120 / each = \$240
- Wooden-glass cupboard = \$1000
- White metal file cabinet = \$100
- Black metal file cabinet = \$100
- Wooden dresser = \$1500
- Wooden night table from the same bedroom set = \$650 / each x2 = \$1,300
- Husky Stainless steel tool cabinet = \$500
- Antique vase = no price tag, it's priceless!!!
- Electric fireplace = \$2000
- Dining table #2 = \$1500
- Vinyl chair = \$100
- Storage bench = \$120
- Mirror = \$60
- Commercial grade air compressor 25 GAL = \$850
- Patio furniture = \$650
- Microwave Panasonic = \$120
- Water filter = \$35

**Total cost of damaged items = \$12,519**

- **Miscellaneous items not taken into account.**
- **Estimated weight of damaged items = 1850 kg**
- **Estimated moving cost of damaged items = \$1850**

**3. Do not agree to the following charges:**

- **Packaging materials = \$570 USD**
- **Estimated moving cost of lost items = \$375**
- **Estimated moving cost of damaged items = \$1,850**

**TOTAL charges that we do not agree to = \$2,795**

**4. Estimated cost to remove damaged items from home using a junk removal service = \$850**

## **Total amount that we claim = \$17,324**

- Total cost of lost items = \$1,160
- Total cost of damaged items = \$12,519
- TOTAL charges that we do not agree to = \$2,795
- Estimated cost to remove damaged items from home using a junk removal service = \$850

## **Next steps:**

We expect this case to be resolved and compensation issued to us within 10 calendar days (by 29<sup>th</sup> of May, 2019).

If the case is not resolved by this date, we will be left with no other choice than to file a legal claim against Royal National Van Lines.

Overview of damaged boxes:



**Iron hummer = IMAGE the strength of the IMPACT that can damage an iron hummer this way!!**



On the photos below you see that rugged boxes made of durable plastic and metal were severely damaged. Imagine the strength of the impact?





**Bohemian Crystal Wine Glasses = pack of 6 = \$100**



**Tea bag organizer = \$45**



**Cuisinart Food Processor = \$399**



Wooden dining table = \$1,800





Wooden Chair = \$120 / each



**Vinyl chair = \$100**



Wooden-glass cupboard = \$1000



**Metal file cabinet = \$100 / each**



Furniture was NOT wrapped properly. The Royal Canadian Van Lines showed up in Montreal without packaging materials, and promised to wrap the furniture at the warehouse in Toronto. Clearly this never happened, as the furniture arrived in Vancouver unpacked. It only had minor packaging which we (the customer) used "just in case for additional protection".

Wooden dresser = \$1500





Night table from the same bedroom set = \$650 each





Husky Stainless steel tool cabinet = \$500





The frame was severely damaged to the point that the drawers no longer opens. Imagine the strength of the impact!



Antique vase = no price tag, it's priceless!!!



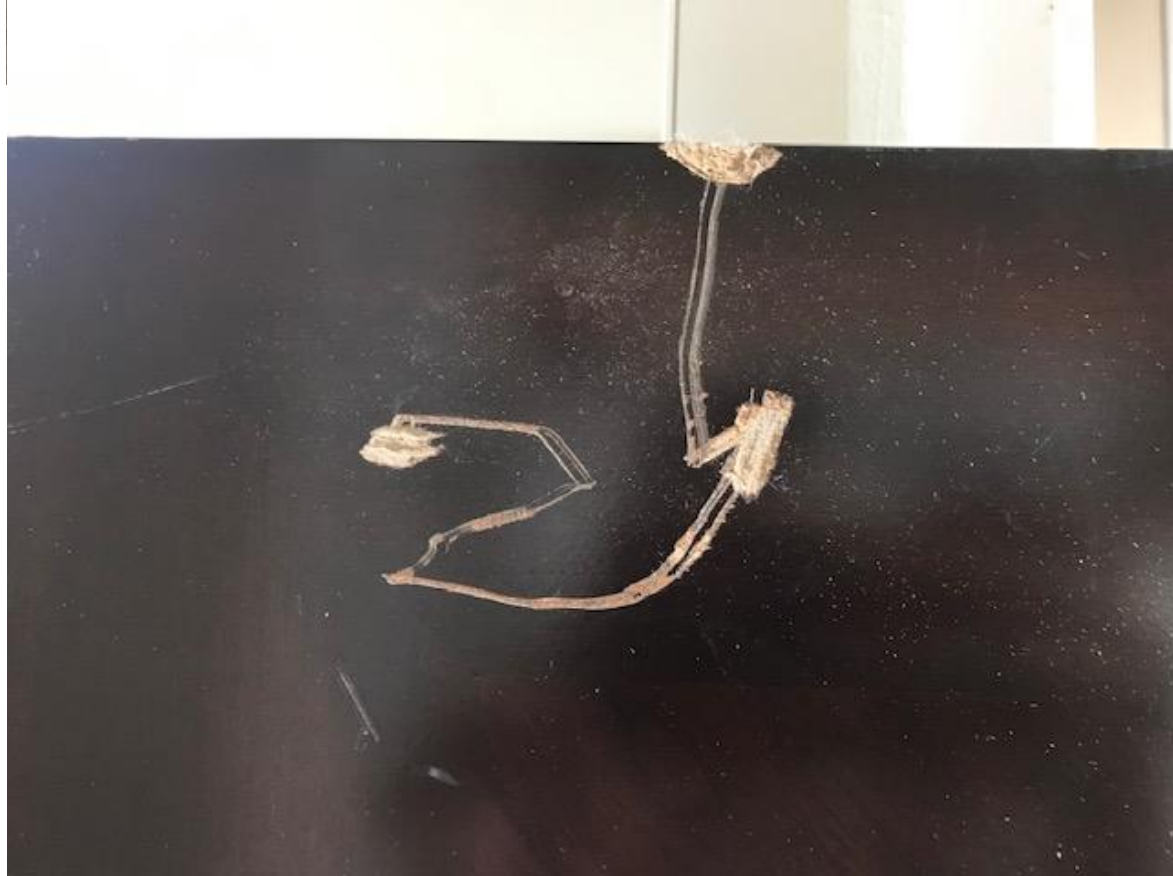
Electric fireplace = \$2000



**Dining table #2 = \$1500**

**Came with no packaging blankets also. Wrapped by us (customers) in padded tablecloth (also damaged).**





**Storage bench = \$120**

**Also came unwrapped**





Mirror = \$60



**Commercial grade air compressor 25 GAL = \$850**

**Engine body cracked due to severe impact. Oil leaked. Unrepairable damage.**





Patio furniture = \$650





**Microwave = \$120**





**Water filter = \$35**



**Miscellanies items:**

