

David and Goliath Log

1. Numerous calls made between 12/27/2015 to 1/10/2016. Original contact in customer service was Melissa. Requesting original scan of inventory be sent. No response after several VM left. (mentioned I had 4 items from someone else's property, gave stock numbers.)
2. Sent certified letter 1/11/2016 (receipt). Confirmation received of delivery 1/14/2016.
3. No response by Movers.
4. Contacted vendor on 2/2/2016 requesting information on where issue stood. Spoke with Melinda. Melinda stated she had sent information to storage manager.
5. Heard from storage manager (Eli) afternoon of 2/2/2016. He stated he had found the two hand trucks as mentioned in original letter and would send pictures for clarification. They were never sent.
6. Called Eli back on 2/3 and stated I did not receive pictures for confirmation. After "much to do about names" I stated the issue was the missing 30 (approx) boxes and that I had not received the pictures as yet. Verified phone number and have yet to receive pictures "promised" by end of business today.