

On Thursday, December 16th, about 10am I was contacted by Ryan from Empire Moving for an estimate on my upcoming move to San Diego. I alerted Ryan that I didn't have an address yet and the move was TBD. I put down a deposit of \$1254.57 and was told by Ryan to give us a call if you want to cancel or make adjustments in 72 hours. Ryan told me to then store the company's number in my phone as "EMPIRE CSR"

On Saturday, December 18th I received my address -(Baja California) and called the company to see if they could deliver to Mexico and if not cancel. A woman answered the phone and said they were closed until Monday and said I needed to call Monday morning at 9am.

4:14



< Recents

Edit



Empire CSR



message



call



Skype



mail



pay

December 18, 2021

9:25 AM **Outgoing Call**

15 seconds

phone **RECENT**

(407) 993-6535

Notes

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On Monday, December 20th I called Ryan at Empire Movers and asked him about the move to Mexico and if the company would accommodate me, he said "No". I then told Ryan I will need to cancel my order with the company, he then told me its past the 72 hour policy. I told him I called the company on Saturday to cancel and a woman answered the phone and said they were closed. I then asked Ryan how a customer is supposed to cancel when you're closed on the weekend and could I speak with a manager. Ryan then put a guy named Shane on the phone who said he was the manager. I explained to Shane the issue and he said they would not give me a refund just a credit. I explained to Shane I called to cancel on Saturday but your employee told me you were closed. Shane said we are open on the weekends and i told him that an employee told me differently when I called on Saturday. He said you could have sent an email (which I immediately did after this conversation). I explained to him that I tried to cancel on Saturday. Shane then told me my deposit would now be a \$1254.57 credit with their company. I then asked Shane who the owner of the company was and refused to disclose that information.

On Wednesday, December 22nd, I reached out to Empire moving company to use my credit and was transferred multiple times. When I finally got someone I was met with hostility and attitude. I told the woman on the phone I was just trying to use my credit to hire movers to put a few items in storage. When she asked for the address she was very snarky and defensive when I asked if Ryan had already given her the address - she said "Tenessa multiple times and began to talk over me as I was given her the info - saying "I know your frustrated and kept trying to say I was disgruntled. I told the employee I was having a great day and please don't try to make me out as an angry customer. I asked the woman her name but she refused to give it to me.. (remind you this is the same woman who answered the phone on Saturday saying they were closed.) I then asked for a Supervisor and some lady named Brittany got on the phone disgruntled claiming she was the supervisor saying my name over and over and would not let me get a word in.. before she hung up she said Tenessa stop harassing us. Now remind you I'm the customer who they just stole \$1254.57 and I'm trying to work with them to get a refund or at least use the credit.

I also had a friend call the company to see about my credit and she also keeps getting the runaround. This company refuses to render service or give my money back.

After doing some research I found out this company steals money from customers frequently using the 72 hour policy as a scapegoat even if you can't reach anyone by phone to cancel.

I filed BBB complaint and a police report with Boynton Beach PD Report # 21-12-5861

Tiffany Negen

2 reviews

a month ago

Critical: Professionalism, Responsiveness

At first the company seems legit and good. Chris is definitely a smooth talker. Once they get your deposit Goodluck getting your furniture picked up. We are still waiting to even get our stuff picked up after multiple no shows. Definitely wouldn't recommend this service. If my furniture ever gets picked up I will re adjust my review depending on how that goes. Be aware.

nicole arrington

6 reviews

a month ago

This place is the WORST COMPANY I HAVE EVER DEALT WITH AND would love to see them go out of business! So they cannot ever disrupt and cause chaos and pandemonium in another family's life again with their rudeness, lies, lack of respect, & compassion for their fellow human being! They honestly deserve whatever is coming to them- each and every one of them too. I hope the owner and managing partner one day is put out of business and is never allowed to hold a license to help the public again. Their employees do not deserve employment until they are put through a rigorous program and test of how to treat others and how to deliver decent customer service. I would not give them a star at all if I had the option to do so! Please do yourself a favor and avoid this company at all costs.

Dan Jeffreys

5 reviews

2 months ago

Critical: Professionalism, Quality, Responsiveness, Value

Company will not disclose the price of services. They quoted an initial price and within 24 hours I had a drastic reduction of property being moved and It needed to be removed from the load to get the correct price. They told me they would have someone call back that day and it's been nearly two weeks and nobody will take my call and nobody will return my call to address the new adjusted price. They claim they will call a few days before the move. I am not moving 1,851 miles and getting a fake price or stuck at the old price. Even when I first inquired, I then removed a washer, dryer, and refrigerator from the move and they claimed the dollars and cents would be exactly the same. They told me it was because the price went up on the cubic feet. They are not to be trusted. They are attempting to pocket nearly \$1,100.00 and cancelling the move. Not on my watch

Black Money

6 reviews

2 months ago

Critical: Professionalism, Quality, Value

Google gave the single required star that is entirely undeserved. First, they are moving brokers not a moving company. They take your money only to contract with actual moving companies in that respective state. Secondly, they will offer a low estimate in order to book a move and collect a non-refundable deposit. On the day of the move, the actual moving company quotes their price taking into account the space and weight of said furniture. In my case, they didn't show up, and when I called I was only able to reach someone on the sales line. When I finally reached someone today, I'm being told that dates are just estimates and I am unable to get even a partial refund. My first mistake was using this company despite their terrible reviews. I only wish I would have read them before booking with them. Do not make the same mistake I did! Empire moving group is a legal scam

Cisco Zeno

1 review

3 months ago

Critical: Professionalism, Quality, Responsiveness

PLEASE do not use this company, I am still waiting on my stuff to arrive. It will be 2 weeks on Monday. I have never had such a terrible experience and I have had about 4 moves the past 12 years. It was also a very small move. It normally would take a few days, unfortunately previous company didn't have my dates available. So I tried Empire... don't do it!! You do better doing it yourself or just be sure you get a promise on delivery date!!

6

N C

1 review

4 months ago

This is my first review I've ever written on any media mostly because I want everyone to avoid the mishaps we went through. Andy Grimaldi was the person handling our move and all we were fed were lies. All they care about is getting a deposit out of you with your credit card information and signing a contract. Also fun fact: they are brokers and use local movers. So, really it's not them doing anything productive.

We were told we'd have a same day move (location was 4 hrs apart). Andy explicitly said that there was a truck available on the day of our move and they would drive down with us to our new location. However on the day of the move, we found out that they don't do same day moves and our stuff would be sitting in a warehouse for up to 21 days before it was driven. Both customer service and Andy were useless. Customer service just uses a condescending voice the entire time without providing any solutions. All

they say is that you signed a contract and you're S.O.L. Basically, it was no longer their problem, and we had to handle everything with the local movers. There was no transparency throughout this entire thing. We weren't told that it was a local moving company that was dealing with our move. There was a lot of confusion and lack of communication throughout this entire process. At one point we were on the phone with 3 different people trying to figure this out.

The only silver lining is that we lucked out by having a decent local moving group (who they have a contract with) handle our situation. They were kind enough to come up with a solution even though it cost us some extra money and 3 days without furniture. Our movers handled our stuff with care and efficiency. They did the best they could in a terrible situation.

On my part, I should have taken the negative reviews on Google more seriously and found a better more reputable moving company. Truthfully, reading through these positive reviews, I'm convinced they're just family and friends of the who work there or they had a local move. Even if it costs more money, it's just better to go with anyone but these people. As another reviewer said, don't walk, but run away from these god-awful scam artists

Kelly Turner

4 reviews · 1 photo

3 months ago

Critical: Professionalism

DO NOT HIRE UNDER ANY CIRCUMSTANCES!!!!!! THEY WILL DROP YOU THE SECOND THEY CAN!

Should be 0 stars, since they never provided us service!

We booked this company at least a month in advance during a "special" they were having. They called us 2 DAYS before the pick-up window to tell us they were NOT COMING AT ALL. They claimed there were no trucks available because other customers had underestimated their moving volume. When we asked what other options we had, we were told "you have no options."

We tried calling a second time later that day to speak to a higher up about rescheduling or something similar. We were told "we already solved this. Your deposit is in process of refund. There's nothing to be done."

The whole thing seemed fishy, so we had someone else call with similar items and the same time frame to see what they would say. They said they had openings for \$2000 more than what we quoted. When confronted, they directly told them they canceled our contract because they quoted us too low! They then said "this conversation is over" and hung up.

SUPER UNTRUSTWORTHY. I would be been upset paying extra, but it would have been better than being dropped flat!

