

Orange Van Lines first comment to the BBB, (damages which may have occurred in transit unfortunately is a part of the moving business).

Jamie Sewell Response:

Damages can occur in moving I understand, however we are not talking about a broken vase here, or a broken chair, or even a glass table top! We are talking about destroying a Thomasville china cabinet, breaking the leg off one of the arm chairs, a deep gouges in the table top and scratches all over the top of the table.

I paid over \$8,000 for that dining room, and no I did not take out the extra insurance because for one thing your pitchman/foreman on the day of the move said "No one takes out the insurance as it is so expensive and we take care of your things, you can trust us! "

We are talking about destroying my new Samsung French door Refrigerator, Huge dents on the top, the doors, scratches that go down to the base metal all over the front and sides, missing hardware to put the handles back on which we paid over \$2,000.

We are talking about ruining my Ashley Bedroom set, which I paid over \$5,000 (crushed corners on the armoire, scratched top railing, huge scratches on the lower front and gouges that took off the wood on the foot board, the bed rails and broken top night stands with large scratches and a broken drawer, as well as missing shelves for armoire.

We are also talking about the TV entertainment center which 5 of the 8 shelves are gone, missing, not in any box, large gouges down to bare wood on the front and sides, and broken handles and door.

We are talking about missing shelving legs/supports for the garage shelving, your men took it apart, where are they?, Missing tools, (A craftsman complete craftsman tool and ratchet set, is gone).

Also unbelievably all of my bras are gone (approximately 30), they were all packed into one of those plastic bins and when I unpacked the bin, there were 4 left in there!

So NO, I do not accept your apology's for any inconvenience for any damages, YOU have ruined everything that meant anything to ME!

Second: based on your comment: Our estimates are based of the information THEY provide us. If the information is not accurate - the price can change depending on the services needed on the day of the move.

The client is able to cancel at any point and on pickup signs a new contract and if the price is increased - the client is aware beforehand and signs and agrees to the charges.

I went through my entire home and gave inventory to the initial contact, when the men showed up I went through my home with again your foreman and he indicated that it may be slightly more, but would not know until all was packed up. So here is a question, after everything is packed up, loaded into two trucks which I was not able to see inside, and one truck was gone already and was never told I could look inside, is when he informs me that my belongings took up over 1000 more cubic feet than originally estimated, that I was able

to as you report above (The client is able to cancel at any point) that I could have said NO, bring it all back and put it back where you found it???

Tell me would you have really have done that??

As soon as the moving truck arrived at the new location, I asked the driver to see inside the truck, there in black and white were the CU markings (***CU FT (cubic feet)*** shows the volume of the space and or space used inside all commercial trucks). I took photos and called Orange Vanlines immediately before unpacking commenced and they said I accepted the 3200 as told to me at my old home and signed the papers, Well again, I was not allowed to see the amount of actual space used in the trucks and one of the trucks was already gone, therefore there is a large amount of suspicion as to the actual amount of space used and again if I could have had them put it all back, I would have.

I have file with the companies claim department, however they do not take the claim regarding the cubic feet overcharge.

What's up with that SCAM