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Complaint Summary

Complaint ID: 100116139 Submitted On: Thursday, September 6, 2018

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Incident Information

Address Type	Address	City	State	Zip	Country
Origin	6400 Main Street apt 1f	Columbus	GA	31909	US
Destination	7636 Rushmore Ave	Lacey	WA	98516	US

Bill of Lading Number (Job #): 9154 Pickup Date: 8/17/2018 Delivery Date: 9/4/2018

Incident Description

The movers have refused to provide me weight tickets (this is a military move), and so I had to rent a truck and furnish them. The weight they billed me for was 3,639 lbs, which exceeds the 2,600 lbs shown on my weight tickets. They failed to provide a full list of their charges at estimate and when they notified my of exceed their quoted weight (2,500 lbs) they did not give a revision contract nor remain within 110% of the original estimate.

Complaint Detail

Type	Category	Allegation
Moving Company (Household Goods)	Estimates/Final Charges	Moving company requested more than 110% of a non-binding estimate at the time of delivery of the shipment.
Moving Company (Household Goods)	Estimates/Final Charges	Estimated freight charges: \$ 2272.61
Moving Company (Household Goods)	Estimates/Final Charges	Total deposit paid prior to pickup: \$ 678.44
Moving Company (Household Goods)	Estimates/Final Charges	Total freight charges requested at delivery: \$ 4391.27
Moving Company (Household Goods)	Estimates/Final Charges	Broker provided estimates that are much lower than actual charges from Moving Company.
Moving Company (Household Goods)	Weighing	Moving company did not provide an opportunity for me to observe the weighing
Moving Company (Household Goods)	Loss and Damage	There were significant loss and/or damage to the contents of the shipment.
Moving Company (Household Goods)	Loss and Damage	Estimated amount of loss and damage: \$ 2000

Contact Information

Name	Email	Phone	Address	
Mark Salinas	mjsalinas88@gmail.com	8606707026	404 23rd st, Apt K-3, Puyallup, WA, 98372, US	Complainant

Your company information

Company Type: Company Name:
US DOT #:

Privacy Option

Do you authorize FMCSA to disclose the contents of your complaint to the moving company in a notification letter? Yes

Company Information

Company Name	U.S. DOT#	MC#	Address	City	State	Zip	Manual Entry
Spirit Van Lines			6481 Peachtree Industrial BLVD	Atlanta	GA	30360	Y
Open Road Moving And Storage Llc	3108059	81215	2300 PALM BEACH LAKES BLVD STE 301	West Palm Beach	FL	33409	

Supporting Documents

Sequence No.	File Name	Description
1	open_road_quote.pdf	Initial Estimate
2	Spirit_Van_Lines_Invoice.pdf	Final Bill
3	empty Ticket.jpg	Empty Weight Ticket
4	Full Ticket.jpg	Full Weight Ticket

Certification Statement

☒ *** By checking this box, I certify/understand that the statements and information I am submitting in support of this complaint (allegation) are, to the best of my knowledge, true, accurate and complete.**