

**From:**

**Sent:** Thursday, January 15, 2026 11:28 AM

**To:** Claims <claims@muscularmovingmen.com>

**Subject:** Move complaint

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**This is an external email.**

**Subject:** Re: Estimate ES013464

Hello,

I am writing regarding the move I scheduled for **December 23, 2025 (Estimate ES013464)**. I was extremely disappointed with the service I received.

I called on **December 26** and spoke with Cassie, who said she would address my grievance. I have called multiple times since then, but I still have not received a response.

I set up an appointment with Cedric, who guaranteed that the move would take place **between 12:00 PM and 3:00 PM on December 23**. It was critical that the movers arrive within that window, as it was my apartment **lease end date** and the office closed at **5:30 PM**.

On the day of the move, I expected a seamless process, especially since the job involved only a piano and the destination was approximately 5 miles away. However, the movers did not arrive until **5:30 PM, 3-6 hours after the scheduled time**. I called Cedric multiple times for updates, but was repeatedly placed on hold without speaking to anyone. I only received a call approximately **30 minutes before their arrival** at 5:00 PM. The apartment charged me an extra day because the leasing office had to stay past 530pm to lock the door.

While I understand that delays can happen, the lack of communication and the extremely late arrival was highly unprofessional and caused significant stress.

I would appreciate a response and a resolution to this issue.

Thank you,

Thank you so much for taking the time to share this with us, and I'm truly sorry for the frustration and stress this experience caused you. I completely understand how critical the timing was on your move, especially with your lease ending that day, and I want to acknowledge how disappointing and upsetting this situation must have been.

I've checked internally with our team, and they've confirmed that a refund was processed. Could you please let me know if you're able to see it on your end? If not, I'm more than happy to look into it further right away.

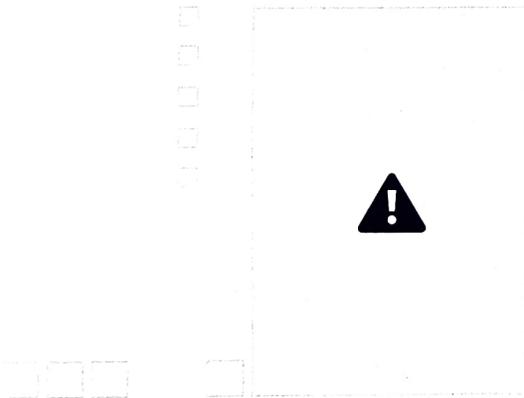
That said, I don't want this to end there. I'd really appreciate the opportunity to speak with you directly, better understand everything that happened, and see how we can make this right for you. Your experience matters to us, and we want to ensure your concerns are fully addressed.

If you're available, I'd be glad to connect by phone today or tomorrow, please let me know what works best for you.

Thank you again for bringing this to our attention, Remus. I look forward to speaking with you soon.

Warm regards,

Judith



Judith Olivas  
Client Experience Manager  
Muscular Moving Men

602-923-6400 Ext. 123

602-923-6403

[juditho@muscularmovingmen.com](mailto:juditho@muscularmovingmen.com)

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2950 E Mohawk Ln, Ste 100, Phoenix, AZ 85050



**From:**

**Sent:** Friday, January 16, 2026 8:52 AM

**To:** Claims <claims@muscularmovingmen.com>

**Subject:** Re: Move complaint

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**This is an external email.**

Hi Judith,

Thank you for your response. Can you be more specific in what refund was processed? I am available around lunch today. Is the number with the extension the best way to contact you?

Regards,

On Thu, Jan 15, 2026 at 4:26 PM, Claims  
<claims@muscularmovingmen.com> wrote:

Hello,



Client Experience Manager  
Muscular Moving Men

602-923-6400 Ext. 123

602-923-6403

[juditho@muscularmovingmen.com](mailto:juditho@muscularmovingmen.com)

[www.muscularmovingmen.com](http://www.muscularmovingmen.com)

2950 E Mohawk Ln, Ste 100, Phoenix, AZ 85050



**From:** Claims <[claims@muscularmovingmen.com](mailto:claims@muscularmovingmen.com)>

**Sent:** Friday, January 16, 2026 12:47 PM

**To:**

**Subject:** Re: Move complaint

Hi.

Thanks for your email. I'll try to call you now.

Judith

☐ 602-923-6400 Ext. 123

Judith Olivas

**From:**

**Sent:** Friday, January 16, 2026 5:59 PM

**To:** Claims <claims@muscularmovingmen.com>

**Subject:** Re: Move complaint

**This is an external email.**

Hi Judith,

I returned your call immediately and left a voicemail.

While I did receive the \$50 refund, that amount is unacceptable given the stress, inconvenience, and clear unprofessionalism I experienced. It does not begin to cover the additional day's charge imposed by my apartment complex due to the movers arriving extremely late—well past office hours.

The appropriate resolution is for me to be charged only for the 30 minutes of work that was actually performed, with a refund issued for the remaining 1.5 hours. The communication during the move does not make up your company's unsatisfactory conduct before site. This is a reasonable request considering the complete lack of communication beforehand and management's failure to show accountability or remorse afterward, despite my repeated attempts to resolve this matter.

Respectfully,

On Fri, Jan 16, 2026 at 12:55 PM, Claims  
<claims@muscularmovingmen.com> wrote:

Hi,

I tried giving you a call today and left a voicemail, but I wanted to follow up here as well.

Thank you for your patience while we reviewed everything related to your move. We absolutely understand how frustrating delays can be, especially on a moving day, and we truly appreciate you bringing your concerns to our attention.

After reviewing the situation, our team has processed a \$50 refund to your original method of payment. This refund was issued as a courtesy to acknowledge the delay in arrival and the inconvenience it caused. While the crew remained in communication and worked efficiently once on site, we recognize that the timing did not fully align with expectations, and we wanted to take responsibility for that.

You should see the refund reflected on your account shortly, depending on your bank's processing time. If you don't see it come through, please let me know and I'll be happy to look into it right away.

Thank you again for your time and for allowing us the chance to address this. I look forward to connecting with you.

Warm regards,

Judith

Judith Olivas

Re: Move complaint

From: Claims (claims@muscularmovingmen.com)

To:

Date: Thursday, January 22, 2026 at 02:17 PM MST

Hi ,

Thank you for following up and for confirming receipt of the refund.

I understand your position and the frustration you experienced. At this time, the refund already issued reflects the resolution approved and processed by our team based on the circumstances reviewed internally. No additional adjustments will be made.

I do want to acknowledge your feedback regarding the delays and communication issues. While this does not change the outcome, your concerns have been documented and shared with management for internal review.

Thank you for taking the time to outline your experience.

Regards,



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