

Problem was with honesty of Allied Van Line agent (with affiliate Citizens Moving and Storage of Tucson). In visits to our home to view and discuss load, agent represented that the car would be loaded on the same Allied Van with our household goods. She stated upon our query how much less costs were without the car. Reply was \$1400 less. From our previous research this would be comparable to quotes received for an enclosed car transport. Otherwise, open car transports were about \$800. We explained enclosed transport was definitely desired.

Later, the agent called stating that there was now no room for the car. But, Allied would have the car transported by their Allied affiliate. At that point we made it clear that we wanted the car transported in an enclosed vehicle. It became clear that evasive responses were given. We clearly stated that if the car was not shipped enclosed we should get a partial refund from the \$1400 quoted.

It was learned later that the reason there was not room for the car, another party's goods (going to St.Louis) were being shipped with our goods. To us this was a "Bait & Switch" scenario.

My phone calls became unanswered or returned by this agent or her supervisor. Stonewalling had begun. The agent must have felt free to ignore us and hide behind a binding order. Right after I tried contact by phone once, a friend using her cell phone got right through to the agent. The friend repeated our complaint and got the agent to promise to call us. That never happened. We had to leave for Illinois as our Arizona home was sold and closing occurred.

The car was transported by open carrier and was delivered at night covered with road dirt, snow and ice. No way then to properly inspect for damage.

Beware: Never, ever agree to any thing verbally when moving. Always get every detail in writing. We likely will never use Allied Van Lines again.