

Let me share my experience with Cardinal Van Lines thus far-- Anyone considering using this organization should think twice.

They will say all of the right things on the phone to get you to commit, but once you give them up-front money, they are atrocious to deal with. Also, since our move date was fairly close to when we were booking with them, they would not take a credit card—only a bank draft done electronically. Now I understand why so you have no ability to go back to your credit card company when they deliver their lack of service.

Here has been our experience to date:

- We had a unique move—we were moving from California and wanted some stuff moved to our son's home in Colorado. The balance of the items were being sent to Florida.
- I spoke with Steven Johnson from Cardinal—told him my aversion to brokers handling our move because of a previous bad experience. He assured me they were different.
- We were then told that our move would be broken into 2 individual moves. One for Florida and one for Colorado. We paid \$1800 up-front for Florida and \$1200 upfront for CO.
- This was all done on Tuesday June 15th—we were told we would be contacted closer to our moving date-- I told Steven Johnson we had to be out of our home by Wednesday June 30th at the absolute latest and he said this would not be an issue.
- On Monday June 28th, a voicemail was left by a Customer Service Manager (Karen—we'll talk about her more later). She stated the mover for the Colorado portion would be arriving Wed 6/30 between 1:00 and 6:00. She said she would call back Tuesday with a better time window—she never did.
- On Wednesday June 30th, the FL movers called and said they were about 2.5 hours away. They arrived timely and were literally done loading the truck in 70 minutes. In the beginning when the movers came, they told us we owed them \$2300 to continue the move and I told them I was told by Steven Johnson that we owed \$1900 (these figures are rounded). We then called the broker (Cardinal) and were told that there was a mistake and go ahead and pay the movers the additional amount and it would be deducted from the back side of the move. I stated I didn't want to do this—after a few minutes, Steve Johnson from Cardinal said they could send me a check for the \$400 if I would pay it then. I said how about a Zelle instead to which he agreed.
- I have the email from Steven acknowledging they would send a Zelle for the \$400 the next day to which they never did.
- The movers indicated they thought we would have our contents in a week to 10 days—well that never happened! Our belongings are still sitting in California at a moving company called LA Moving and Transport. I now get an automated message from them every day telling me they are working on getting our contents on a truck. The items were picked up on June 30th and today is August 11th and still counting!
- With regards to the \$400 Zelle payment, I called Cardinal numerous times and was treated poorly at best by their alleged Customer "Service" Manager Karen. She stated of course that I was being rude and she wouldn't allow any of her people to talk to me. I finally did speak with Michelle in Customer Service and have emails from her telling me I would get my \$400 back and that hasn't occurred either.

- I was also told by the “Customer Service Manager” Karen that their owner does not take any calls. Glad he can run his business this way!

Well now you may be wondering about the California portion of the move—no better!

- After Karen never called back on Tuesday with an update for the move, I called her Wednesday (6/30) about 2.5 hours into the window for the move. I was rudely told by her to be patient that they were still within their window.
- Well guess what? They never showed on Wednesday—no call from Cardinal or this mover which was Streamline Moving and Storage out of Las Vegas.
- My wife and I made the decision Wednesday night to rent a truck and basically do that move ourselves even though Cardinal had our \$1200 deposit on this move.
- We rented a truck that evening and loaded the truck very early Thursday morning before we had to be out of our house. Thursday after our truck was finally loaded, I received a call from the driver for this move—he said he was 30 minutes away—I told him don’t bother coming which confused him—he contacted his owner.
- The owner of Streamline Moving and Storage then called me and told me his driver was 20 minutes away and we were being totally unfair to his company?!? When I then asked him when my stuff would get to CO if I permitted him to still take it, he couldn’t give me a time. Funny how that works!
- The moving truck we rented cost about \$2400 and we also stayed over a night on the way which was another \$200. For a move that was supposed to be \$3200 we ended up around \$4000 once you also include gas.

At the end of the day, the culpability in this lies with Cardinal Moving and Storage. They have an owner who will not get on the phone, they have the rudest Customer Service Manager that I have ever spoken with who will not let you retort anything she says. Depicting her with the word “Service” is demeaning to those who do try to service their customers. Also, as stated above, my \$400 Zelle which was committed to by 2 different employees in writing has not been sent to me and there is no clear date still as to when our belongings will be delivered.

Should you choose this experience with this terrible company, you have been warned!!