

To Whom It May Concern at Excalibur Moving Group:

I am formally writing this letter to demand compensation for expenses, damages, mishandling of items, and fraudulent uncontestable charges I incurred as a customer of Excalibur Moving Group. I have calculated the costs and determined that I am **entitled to a refund of \$2,707.21** not including the time, effort, and suffering associated with terrible customer services through this process and even worse delivery services.

Please see the appendix below for a timeline of events and a calculation of the refund. I am also happy to provide detailed pictures and video detailing the damage to my items as well as changes fraudulently and unilaterally imposed increased pricing.

Sincerely,

Yemi Ojutiku, J.D. / M.B.A.

yemiojutiku@gmail.com

1 (919) 599 - 0269

APPENDIX

TIMELINE OF EVENTS

- **Monday June 25, 2018: Contact with Brian Fuente, Relocation Specialist – Excalibur Moving**
 - Brian Fuentes, Relocation Specialist reaches out to me regarding using Excalibur moving company for a move that I specifically told him needed to happen if possible that Monday, latest Tuesday because I was scheduled to leave Wednesday morning.
 - **Comments by Brian Fuente Regarding Timing of Pickup:** Brian Fuentes is the ONLY is only representative that told me that they had a truck in the Brooklyn that would likely be able to pick me up that evening. He told me that even if it was not possible that Monday that it was ALMOST CERTAIN that I would be picked up at Tuesday and that it would be extremely unlikely that I would get picked up on Wednesday at the end of the pick-up window.
 - These comments by Brian Fuentes induced me to enter into a contract with Excalibur over other companies I was in conversation with.
 - Brian, acting as an agent of Excalibur, should have reasonably expected these comments to induce me to enter into a contract
 - **Comments By Brian Fuente Regarding Cubic Footage:** I gave Brian Fuente an estimate of the items I had to be picked up. He indicated that I was under the minimum and I should be fine unless I had an additional large item like an extra queen bed. As will be later discussed, upon pickup by Excalibur's contracted moving company, Energy Moving Systems, I was charged for an additional 114 cubic feet.
 - **Failure of Excalibur Regarding Pickup:** After signing the contract with Excalibur I was told that a member of customer service would be in contact with me before their closing hours to let me know if I would be picked up that Monday before or if it would be Tuesday morning but no member of Customer Service ever reached out to me that evening (meaning I did not get picked up that Monday and I did not know when I was getting picked upon Tuesday).
- **Tuesday June 26, 2018**
 - **7:38am:** Call customer service but no one picked up and no one returned my call
 - **8:02am:** Call customer service but no one picked up and no one returned my call
 - **8:59am:** Call customer service but no one picked up and no one returned my call
 - **9:03am:** Call customer service but no one picked up and no one returned my call
 - **9:49am:** Call customer service and they finally pick up. Representative informs me that no truck is available today and that I cannot be picked up until Wednesday. When I tell representative about my conversation with Brian and that I have a flight Wednesday morning she informs me that nothing the sales representative says is binding or relevant and that they have a contracted 3 day window to pick up my items. After putting me on hold she said she has spoken to her operations manager and that they are going to work on contracting out another mover to either pick up my stuff either Tuesday night or the earliest possible window Wednesday morning. She says she will call me back with more details
 - **3:47pm:** After no response I call customer service back but no one picked up and no one returned my call
 - **3:51pm:** Call customer service but no one picked up and no one returned my call
 - **3:54pm:** Call customer service but no one picked up and no one returned my call
 - **4:45pm:** Call customer service but no one picked up and no one returned my call
 - **5:00pm: Conversation with Director of Operations stating I would be compensated for have to reschedule my flight.** Incoming call from Stephen Erickson, Director of Operations who called

me to apologize for bad customer service and failure to deliver on promises. He told me that I would be compensated for having to reschedule my flight but that he wanted me to contact him after the move was completed so we could discuss any further issues.

- **Wednesday June 27, 2018**

- **11am:** Movers arrive in 2 trucks because the designated truck does not have enough space to take the estimated cubic footage
- **1:30pm: *Movers overcharge for cubic footage.*** Call customer service to inform them that Energy Moving Systems was charging me for an additional 114 cu. ft. which I did not agree with based on my estimates. The customer service said that the few extra items I had (which was listed as 2 boxes, 1 wardrobe box, 1 monitor box, and 1 set of plastic drawers) amount to 114 cubic feet, which I did not agree with and made a comment in the contract to discuss with Excalibur

- **Thursday July 5, 2018 –**

- **Movers inform me of price adjustment:** The movers that delivered my items informed me that the price had been increased and I had no choice but to pay the higher price or not receive delivery of my items. No one from Excalibur or Energy Moving Systems called me to tell me about the price increase.
- **Items arrive broken, tattered, and tampered with**
 - **Broken Bookcase:** My bookcase arrived with the top spokes completely broken off and the bottom right shelf broken. There is evidence that movers tried to disassemble at the storage docks unsuccessfully resulting in a break. Rather than informing me they just delivered the items destroyed.
 - **Broken Computer Table:** Table arrived with deep scrapings and broken edges as well as a left drawer that can no longer open.
 - **Bent Lamp:** Movers packed lamp in box themselves but upon opening the lamp was irreparably damaged
 - **Movers tampered with boxes:** ALL the boxes I used were Home Depot boxes but 2 boxes I received were NOT Home Depot boxes
 - **Wardrobe box:** Movers replaced my wardrobe box with their own. My box had a rod on which my suits and ties were hanging. The movers replaced it with a box with no rod and threw all my items in their own box.
 - **Bathroom Items and Cleaning Supplies box:** Movers replaced my box with their own, this box arrived wet with a broken bottle of cleaning supplies that ruined all the items in the box.
 - **Several boxes came severely damaged:** I was promised white glove service and several of the boxes I received came damaged beyond recognition clearly indicating the complete lack of care taken in packing and transporting my items that resulted in several damaged items.
- **Friday July 6, 2018**
 - **7:13pm:** I email Brian Fuente indicating that I needed to contact information for Stephen Erickson to discuss the expenses, undisclosed upcharges, and damages I incurred during the contracted move. As of Tuesday July 11, 2018 I have yet to hear from him or anyone from Excalibur.
- **Wednesday July 11, 2018**

- **2:06pm:** called customer service again after no one reached out to me. Spoke with Adam Green with customer service and told him that I needed to speak with Stephen Erickson. He told me that Stephen was out at the moment but would be back in an hour and would reach out to me. No one reached out to me that day or at any point the rest of that week.

Charges, Payments, & Refund Analysis

		<i>Notes</i>
Original Estimate	\$2,065	Based on 256 cu. Ft.
Revised Estimate on Pickup	567	114 cu.ft + materials/packing charges
Increased Estimate on Delivery	129	No reason provided for increase
Long-haul fee	75	
Total Charges	\$2,836	
Down Payment	\$800	
Payment on Pickup	961	Including 5% credit card charge
Final Payment	1,120	
Total Payment	\$2,881	
Extra Charge Refund	\$129	
Cubic Feet Overcharge Refund	1,064	
Bookcase Replacement & Disposal	285	
Lamp Replacement	107	
Table Replacement & Disposal	300	
Flight Costs	522	
Improper Handling Charge	300	
Total Requested Refund	\$2,707	

Damages and Expenses

Damaged Bookcase

Cost	\$125.24
Large Item Disposal Fee	\$100.00
Assembly Fee	\$60.00

Damaged Lamp

Replacement Cost	\$82.00
Charge for box and packing	\$25.00

Damaged Table

Cost	\$200.00
Large Item Disposal Fee	\$100.00

Flight Rescheduling Costs

Redirect NYC - MIA to NYC - Austin	\$202.66
Nonrefundable MIA - AUS	\$319.31

Cubic Feet Adjusted Analysis

	Length	Width	Height	Cu.ft	Tot. Cu. Ft	Count
Wardrobe box cu. Ft	24	24	34	11.33	11.33	1.00
Monitor cubic ft	38.5	8.5	19	3.60	3.60	1.00
Extra large boxes (4)	21	21	22	5.61	22.46	4.00
Medium boxes (6)	18	18	16	3.00	18.00	6.00
Large boxes (4)	18	18	24	4.50	18.00	4.00
Small box	16	12	10	1.11	1.11	1.00
Plastic drawer cubic ft.	25	15	32	6.94	6.94	1.00
Head Board	66	8	27	8.25	8.25	1.00
Bed Rails (long) (2)	80	2.5	5	0.58	1.16	2.00
Bed Rails (short) (2)	66	2.5	5	0.48	0.95	2.00
Futon	82	45	14.5	30.96	30.96	1.00
Mattress	60	80	10	27.78	27.78	1.00
Large art piece	27	1.5	36	0.84	0.84	1.00
Medium art piece	16	1.5	16	0.22	0.67	3.00
Desk	48	24	3	2.00	2.00	1.00
Desk legs	3	3	27	0.14	0.56	4.00
Coffee Table	47.5	14.5	20	7.97	7.97	1.00
Shoe Bag	5	34	20	1.97	1.97	1.00
Large Suitcase	30	19	11	3.63	3.63	1.00
Fan	7	4	66	1.07	1.07	1.00
50' Inch TV Box	56	12	36	14.00	14.00	1.00
Lamp box (medium box)	18	18	16	3.00	3.00	1.00
2 Duffel Bags (large box)	11	26	14	2.32	4.63	2.00
Bookshelf	33.5	17	72	23.73	23.73	1.00
Bed slats	80	66	1.5	4.58	4.58	1.00
Mirror	18	2	62	1.29	1.29	1.00
Total Cubic Feet Per Measurement					220.50	
Total Per Movers					400	
Total Overcharged Cubic Feet					179.50	
Refund for bookshelf					23.73	
Refund for table					2.56	
Refund for lamp					3.00	
Total Cubic Feet Refund					208.79	
Cubic Feet Charge	4.55			<i>Refund of Cubic Feet Charge</i>	950.01	
Fuel surcharge	7%			<i>Refund for fuel surcharge</i>	66.50	
Credit card charge	5%			<i>Refund for credi card charge</i>	47.50	
Total Refund for Cubic Feet Overcharge					1,064.01	