

Better Business Bureau Complaint

Complaint Against: United Express Moving & Storage and Uship Van Lines

Complaint:

Worst experience of our lives!

I am filing this complaint regarding an interstate household move from Hawaii to Florida that was handled by United Express Moving & Storage and subcontracted to Uship Van Lines.

Prior to hiring United Express, I researched the company and relied upon the representations made regarding pricing, service quality, and customer care. Unfortunately, my family's experience was the exact opposite.

At the time of pickup, we were charged substantially more than the original estimate, resulting in costs that were approximately double what we were led to expect. Despite paying for premium white glove moving services, those services were not provided.

Upon delivery of our household goods, we discovered numerous serious issues including:

- Multiple items that were never delivered.
- Damage to our residence during the delivery process.
- Fifty-one (51) household items that were broken or damaged.
- Failure to perform the contracted white glove services.

Following delivery, communication from both companies became extremely difficult. We have experienced repeated delays, conflicting information, and a lack of accountability regarding the claims process. Despite providing documentation, photographs, inventories, and other supporting evidence, we have not received fair compensation for our losses and damages. We have requested compensation in the amount of \$4338.50. The only offer was \$99 to settle the claim.

What has been most frustrating is not only the extensive damage and financial loss but also the apparent unwillingness of the companies to properly resolve the claim. We entrusted these companies with our family's belongings during a cross-country move, paid significant fees for professional services, and have been left with damaged property, missing items, and an unresolved claim.

We are seeking:

1. Compensation for missing and damaged household goods.
2. Compensation for damages caused to our residence.
3. Reimbursement for services paid for but not provided.
4. A fair and timely resolution of our claim.

Consumers considering these companies should exercise caution and thoroughly investigate their options before entrusting them with their household belongings. All the information shared has been well documented and provided to both parties, United Express Moving & Storage and Uship Van Lines.

Individuals that were associated with our move.

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Customer Support

USHIP VAN LINES

(888) 409 - 1390

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Other Sites Where You Should Post Reviews

Moving Industry & Consumer Sites

- BB – 9/27
- <https://nccdb.fmcsa.dot.gov>
- [Protect Your Move](#)

- [ConsumerAffairs](#)
- MoveAdvisor – 9/27
- <https://www.movers.com>

General Consumer Review Sites

- Google Reviews (for both companies)
- Yelp
- Trustpilot
- Facebook Reviews

Government & Consumer Protection Agencies

- Florida Attorney General Consumer Protection Division
- Hawaii Office of Consumer Protection
- Federal Motor Carrier Safety Administration (FMCSA)
- U.S. Department of Transportation Office of Inspector General (if you believe deceptive practices occurred)