

FEEDBACK TO NATIONAL VAN LINES

BL # 353567

April 28, 2025

Your employee, Fazal Kahn, my contact person with National Van Lines, contracted with me that my possessions would be loaded at 8 AM from 10321 Springwind Ct, Baton Rouge, Louisiana, on 4/14/2025. I took that entire following week off work to process the pickup, drive across country to the destination at 32718 Grand River Avenue, Farmington, Michigan, and oversee the unloading, intending to return to my private practice the following week after the move.

I prepared all packed boxes and began waiting at 8 AM on Monday, 4/14/25 for the moving van, but no one arrived. I received no call regarding any change in my pickup time. At 3:37 PM that day, I placed a call to Mr. Kahn. He did not answer so I left a message inquiring about the location of the van. I heard nothing from him. At 5:07 PM a call came in from a James Sterner. I did not know who he was, so the call went to voice mail. When I listened to the voicemail later, I realized he was affiliated with National Van Lines. At 5:40 PM, I called Mr. Sterner back and we discussed dates when he would be available to do the pickup. He was in Dallas and had medical appointments and needed some work done on his truck. At 6:06 PM, I called Mr. Kahn back but he did not answer so I left him a message. At 9:04 PM, I called Mr. Sterner back to try to coordinate times for a pickup. At 10:19 PM I received a call from Mr. Kahn saying he would "check into it" when I voiced my complaints. He said Mr. Sterner would be the new carrier for my move. The next morning on 4/15/25, at 8:07, I called Mr. Sterner, and we agreed he would pick up my furniture. Numerous calls between Mr. Sterner and I ensued, and we agreed they would arrive to load at 8 AM on Thursday, 4/17/25. Due to his various appointments, we finally agreed on a noon pickup on 4/17/25. During this period, Mr. Kahn did not respond to any text messages, emails or calls. I sent him messages saying I was requesting a discount on my fee due to the incredible inconvenience and chaos resulting from the delay in the pickup of my possessions about which I received no advanced notice, nor any information until the following day.

I had chosen the pickup date of April 14th because it was a Monday, which meant I could make the drive across country before the Easter weekend when traffic would be intense. I am a 76-year-old female who was driving across country alone. I was trying to determine the safest time to be on the road for two days.

In preparation for the move, I had labelled all boxes with brightly colored labels indicating what room the boxes would be delivered to. In addition, I had placed different colored tape on each box which corresponded to a particular room and made a floorplan with the correct color of tape in each room, which I showed to the unloading crew. In addition, I placed the correct color of tape on the door of each room to make the unload as uncomplicated as possible. I also marked which end was up for each box to prevent damage to contents. Boxes with fragile contents were clearly marked with red stickers marked FRAGILE.

I left the packing of all lamps (stained glass shades and antique lamps with prisms) to National Van Lines because I wanted them packed as carefully as possible to avoid damage.

The loading crew of four arrived as planned on Thursday, April 17th, and spent the afternoon packing the van. The Baton Rouge crew was pleasant. However, one of the local contractors (who wore a towel under his cap) was observed dropping boxes, rather than placing them on the floor. When they finished, I gave the crew a \$100 tip. We agreed the drop off would occur on Monday, 4/21/25. We negotiated a drop off time of noon.

On 4/21/25, the unloading crew of 5 arrived on time. The Farmington crew was very pleasant and friendly. In Farmington, some contents were labeled for placement in the condominium on the first floor and were clearly marked for each room, and others were marked for the basement storage area. I sat at the door and directed the placement of the furniture as it was unloaded since the furniture did not have stickers. The crew members passed by me with loads of 4-5 boxes on dollies. I did not check the destination of the boxes since they were all clearly marked. I gave the crew a \$225 tip when they finished.

When they left and I went inside and looked around, I was shocked! Very few boxes were deposited in the rooms of the condo and those that were, were stacked 2-3 high and were too heavy for me to move to the floor to unpack. When I went down to the storage area in the basement, the boxes were stacked almost to the ceiling, making it impossible for me to get to them.

The next day, I hired two men to help me take some of the boxes down. I found 90% of all boxes were brought to the basement, despite my labels. I owned two sturdy dollies that were moved with my furniture. I still haven't found one. I hope it is behind heavy items I still have not been able to move. The only dolly I found was laid on top of 3-4 boxes out of my reach or view. When the helpers took the dolly down, we discovered one wheel was missing, which I assume is why they put it out of my sight. The wheel still has not been located. One of the stained-glass lamp shades is broken and in pieces. Another antique lamp is missing several of its irreplaceable prisms. Several wooden pieces of furniture were scraped (I can provide pictures). One television was placed back on a cabinet as it was found in Baton Rouge. Another television has not yet been located. Although they took it down from a cabinet in Baton Rouge, they did not reassemble it on a cabinet in the new location. I assume it is behind other heavy items in the basement, but I cannot be sure of that. In any case, it is too large and heavy for me to lift. The cords and cables for the televisions should have been taped to the tvs, but they were not. I still have not located them. Boxes containing immediately necessary items for my psychology practice were deposited in the basement. When I located one box, it had been placed upside down, leading to printer ink leaking all over the items inside, although it was clearly marked which end should have been up, and it was labeled for the living room.

Because the boxes containing items needed immediately were brought to the storage in the basement, I still have not found needed tools, kitchen items, work necessities, etc.

I made several attempts to contact Mr. Kahn regarding all these problems, but he ignores my calls and messages. Immediately after the delayed pickup, he agreed I was due a discount. He kept putting off the amount and delivery of the discount saying he was "waiting for management to approve it".

When the truck delivered the furniture, the cost was double the estimate. I had sent him an accurate inventory of furniture, but when he asked me how many boxes, I said I did not know. The crew delayed unloading the truck until the total bill was paid. There was confusion about the bill of lading number which complicated the payment. Logic would dictate the "discount" for the delay would be deducted from the total bill, but Mr. Kahn could not be reached and the crew needed to unload so I paid the bill in full. I contacted Mr. Kahn, inquiring about the discount, but he ignored my calls and messages. I also requested claim forms for damaged or lost items, but he has ignored my requests.

As the many problems with the unload became increasingly obvious to me, I contacted him again, giving him 24 hours to respond before I composed a complaint letter. He has not responded to date.

I took off the entire week of 4/14 through 4/18/25 to complete the move. Since the pickup was delayed to the end of that week, my time off was wasted in Baton Rouge waiting for the van. This meant I had double appointments during the week I arrived. In addition, I had no access to necessary materials for those meetings, nor the essentials for living since they were lost in the basement.

In short, my experience with National Van Lines has been horrendous! It appeared the Baton Rouge crew, with the exception of the man who dropped boxes, was fairly competent. The Farmington crew, although they were friendly, either cannot read or they ignored all labels on boxes indicating placement of the items, the fragile nature of the boxed items, or labels indicating boxes that should not be placed upside down.

I will not know the totality of the damages until I am able to unstack the boxes and see what is inside and behind them. Unfortunately, because they lost the wheel on my dolly, I cannot move any boxes myself. I will be forwarding an updated list of damages to your company as they are revealed, assuming you will follow through with appropriate claim payments.

I selected National Van Lines because of your history of 90+ years in business, good reviews, and because Mr. Kahn seemed pleasant in our initial conversations. However, there are many scammers on the internet and they all sound pleasant on the front end. You find out what they are on the follow through. In selecting National Van Lines, I thought I had hired a reputable, responsible moving company. I have been extremely disappointed, to say the least. My experience with National Van Lines turned a necessarily stressful move into an incredible nightmare.

If I had had a good experience, my niece was intending to use National Van Lines for her cross country move (from a 4000 sq ft house) in Destin, Florida, to Manistee, Michigan, this summer. Obviously, after hearing of my experience she has reconsidered. If I had read my review of National Van Lines before selecting a mover, I would never have considered hiring your company. Any potential customer who read this review while considering hiring you would run.

In a fair world, National Van Lines would provide, free of charge, a crew to undo the mess made by the group that handled my move. A 15% refund would also be offered for the delay in pickup which led to travel on a holiday weekend and created a week of double appointments during which I had none of the materials needed for the appointments.

I have not written about my experience online yet, but I will, depending on your response to this letter. Perhaps there is still a chance to rectify the situation if National Van Lines is indeed a reputable company. **However, I do NOT wish to have further contact with Mr. Kahn.** He has had almost two weeks to communicate responsibly with me about this fiasco and has chosen not to do so. In addition, he was dishonest about the “discount” and refused to forward claim forms for damages. Mr. Kahn has revealed himself to be a very slick operator (conman?) and makes National Van Lines look like a scam. I look forward to your prompt response regarding this situation.

Very disappointedly yours,

Christine M. Turin

ADDENDUM

April 29, 2025

I contacted your Director of Customer Relations, Sue Mackey, this morning to try to come to a fair and simple solution to the dispute regarding the location of the boxes. However, instead of simply arranging a time for two movers to complete your contracted move to resolve the issue, Ms. Mackey sent me an email telling me to file a claim stating, “it would be investigated”. Consequently, I contacted my credit card company to inquire about my options. In reviewing the National Van Lines charges on my credit card, the credit card dispute representative informed me that National Van Lines had **double charged** both cards! Instead of a fee of \$4800, I have been charged almost \$20,000!!!

I was not surprised. Incompetence appears to permeate every phase of business with National Van Lines:

First, Mr. Kahn, your sales representative, did not arrange pickup as he agreed to in our initial contract, and in addition, he did not inform me the pickup was cancelled. Then when I called to find out what had happened, he did not contact me directly to discuss the situation and offer a solution, but instead he had an unknown driver call me from Dallas to reschedule the move. A reputable moving company would have required that the Sales Representative call the customer and keep them informed of all phases and any changes regarding the move. Mr. Kahn has repeatedly refused to respond to my calls, texts and emails and has simply ignored me.

Second, your unloading crew in Michigan totally ignored **clearly marked labels** on all boxes 1) indicating the location destination for each box, 2) which boxes contained FRAGILE items, and 3) which boxes contained items that could not be turned upside down. Instead, they deposited most of the boxes in the basement, stacking them 3-4 high, making them impossible to access for a 76-year-old woman. In addition, they broke my moving dolly and placed it where it would not be immediately seen.

Third, your Director of “Customer Service” decided that “service” means telling a single 76-year-old female customer to unstack boxes herself and carry them up and down stairs and then write a

“complaint which would be investigated”. That is what passes for customer service with National Van Lines.

And fourth, and finally, your billing department charged me **four times the fee** we originally agreed upon. I was willing to pay a fair increase for extra weight, but your billing department decided to **double bill** two different credit cards quadrupling the originally agreed upon fee. With two different credit cards, does it make sense this was a mistake? Was this the result of the incompetence of your billing department, or an incompetent attempt at fraud? If this was actually a “mistake”, your billing department should have caught and corrected it. Instead, I found out about this through the dispute department at my credit card company.

You tell me. Is this a company you would wish to do business with?