

Do not! I repeat, DO NOT use this company. I cannot stress it enough!

I do not believe I ever spoke to anyone that didn't lie to me or mislead me in some way.

Do not go with any company that wants money up front and will not guarantee a set price.

Every time I spoke with someone the price increased.

It was over 6 weeks, that's 42 days, from pickup to delivery of our furniture and belongings.

The initial pick up date of 09/15/2020 was a day late placing us in a very frustrating situation of possibly not getting out on time.

The estimated delivery date was missed by over 30 days which required us to purchase temporary furniture to get by.

Once delivery was finally made many items were damaged with boxes that had been handled upside down, torn and wrapped with tape to keep the contents from spilling out.

I had to assist the driver in backing his rig into the complex and re-assembly of the furniture. To which some I had to come back to and correct.

I have filed a claim for the damages and sure I will not even come close to the recovering the actual value.

Do to the limit on size I have had to cut my time line.

Pickup date was 09/14/2020

Delivery date was 09/21/2020

08/20/2020

Spoke with Shawn Williams. He said he would be my contact and that he would be with me through the entire process. (THIS WAS THE FIRST LIE)

Nikki Price Quality Assurance Manager

Spoke with her once and was never able to get her on the line again.

The pick up date was missed and then late.

On 09/24/2020 the pursuit of our belongings began.

From this point forward I had 27 emails, 29 text messages, and over 20 phone calls where I either had to leave a message or it went straight to hold. In the cases where I did speak to someone, most of the time the response was a scripted one.

10/30/2020

5:46 pm Driver (Derrick) arrives.

6:20 pm Driver is finally able to start unloading. A lot of items damaged. I have taken pictures to record this and I will place a claim. The driver was going to leave, and I had to stop and instruct him that he had to put the furniture that was disassembled back together. I had to assist them in the assembly because they did not have the knowledge on some of the items. These were quite simple items, like table legs and bed frames.

11:15 pm Delivery complete.

11/03/2020

8:53 am Received email from moving Pro. Email below. (Really? Wow that's incredible. They were in route last week. I received my belongings 4 days ago. This company is truly un-believable!)

Brenna Miller (Moving Pro US)

Nov 3, 2020, 9:52 AM EST

Hi Edwin,

I spoke with dispatch and they have confirmed that your items are en route for delivery! Please make sure that you answer any unknown numbers, as the delivery driver will be reaching out to you 18-24 hours prior to delivery to confirm. If you need anything else please let me know.

Thank you and have a great day!

Kind Regards,

Brenna

The Moving Support Team

Below is a timeline of events

Moving Pro Inventory

Articles List 41 Items, 106 Pieces											
Qty	Items	CuFt	Qty	Items	CuFt	Qty	Items	CuFt	Qty	Items	CuFt
1	SMALL DESK	10	2	BOOK SHELF - LARGE - 6 FOOT	24	1	LARGE HUTCH - (2PCS)**	58			
1	ARMOIRE - JEWELRY	18	40	BOX - 3.0 CUBES - MEDIUM	120	2	NIGHT STAND	14			
1	ARMOIRE - LARGE	50		18"X18"X18"		3	PLASTIC TOTE - LARGE	30			
1	BED - FOOT BOARD - FULL	10	3	BOX - WARDROBE	45	8	PLASTIC TOTE - MEDIUM	56			
1	BED - FOOT BOARD - QUEEN	12	8	CHAIR - DINING	30	1	SHOE CUBE - 3X3	9			
1	BED - FRAME - METAL POST - FULL/DBL	15	1	CHAIR - OFFICE - REGULAR	7	1	SMALL DESK	15			
1	BED - FRAME - METAL POST - QUEEN	25	2	CHAIR - PATIO	10	1	SMALL PATIO STAND	3			
1	BED - FULL/DBL - BOX SPRING	20	2	CHAIR - WINGBACK	20	2	TABLE - COFFEE	20			
1	BED - FULL/DBL - MATTRESS	20	1	DRESSER - DOUBLE	36	1	TABLE - DINING - REGULAR	21			
1	BED - HEADBOARD - FULL	12	1	DRESSER - MIRROR	6	2	TABLE - SIDE	14			
1	BED - HEADBOARD - QUEEN	15	1	ENTRY TABLE	8	1	TV STAND (SMALL)	10			
1	BED - QUEEN - BOX SPRING	25	1	FILE CABINET - 2 DRAWER	8	1	TV FLAT SCREEN - 31" TO 41" - BOXED	8			
1	BED - QUEEN - MATTRESS	25	2	LAMP - FLOOR	18	2	UPRIGHT CHAIRS	10			
1	BIKE - ADULT	8	2	LAMP - TABLE	10	2	VIDEO CASE	16			

08/20/2020

Spoke with Shawn Williams. He said he would be my contact and that he would be with me through the entire process. **(This was the first lie)**

Moving Pro US Shawn 904 414-6231 844 442-6467 Quote \$3806.75

New Quote \$3872.15 \$1537.37 Deposit \$1167.39 at pick up \$1167.39 Delivery

09/12/2020

Updated inventory \$5171.90 \$2083.17 Deposit \$1544.36 at Pick up \$1544.36 Delivery

At pick up Money order , Cash, Personal check or Credit card

At delivery Cash or Money order

Will call on the 11th to confirm pick up date.

Click on the job number [8006128](#) in order to view or alter your personal information and inventory list

Nikki Price Quality Assurance

Cell: 561-379-1817

Support: 202-991-7637

Moving Pro US

for faster service visit: support.movehub.org
844.442.6467 Ext. 101
Fax: 24/7 Support: 202-991-7637
nikkiprice@movingandrelocations.com
<http://movingprou.com/>

9/14/2020 10:00 am Have not heard from the moving company.

10:25 am. Called Nikki Price at 561 379-1817 on 9/14/20 She placed me on hold and the call went to customer support where I left a message.

10:28 am. Called customer support 9/14/20 left VM to call

10:33 am. I called Nikki back at the 561 number and left her a VM. I additionally sent a text to that number.

10:35 am. I called back a few minutes later to receive a message that the number 561 379-1817 has been disconnected or no longer in service.

Called Shawn the sales rep at 904 414-6231 and left a message. He returned my call and when I started to relay my situation I was put on hold.

Called him back at he said he would call me back in 15 minutes.

11:10 am. Shawn returned the call. He checked with customer support and they had not heard as of then. He said that I should hear something between 4:00 and 6:00 pm my time, Utah.

Shawn confirmed that I was scheduled to be picked up 9/15/2020 and that pickups were usually scheduled between 12:00 noon and 5:00pm and if I did not hear from someone this afternoon to call 844 442-6467 opt #2. He also said he was there for me and I could contact him anytime.

1:00 pm. Call from moving customer service. (Spoke with Megan) 855-506-3511

Driver will call 30 to 40 minutes out (Angelo)

9/15/2020

4:30 pm Call from Angelo the driver. He was supposed to be there between 3:00 and 5:00.

He said he was running late and had a pickup north of me. He had to go there first and should be at the house about 7:30pm.

7:00 pm Angelo called and said there was a lot more to pick up at the stop ahead of me and would not be able to make it until about 10:30 pm. He asked if we could schedule for the next morning between 9:00 and 10:00 am. I instructed him that this was an inconvenience but we would have to make it work.

9/16/2020

10:01 am Received a text from Angelo that they were getting ready now. "In north SLC see you soon."

11:07 am Received a text from Angelo "we r departing hotel now eta 30mins...we r in a box truck"

4:30 pm Truck is loaded and headed to their warehouse in Las Vegas.

9/24/2020

8:15 am Text exchange with Shawn their sales rep. He claimed that the computer systems were down.

2:37 pm Shawn said the systems were still down and it looks like it will be tomorrow.

9/25/2020

9:57am Text to Shawn. Said he would call me by end of day.

4:24 pm Text to Shawn. "Haven't heard from you. Any news?"

4:30pm Shawn: He wasn't able to figure anything out on his part but he will try again tomorrow.

9/26/2020

11:03 am Text exchange with Shawn. Shawn said it could be a week or so really I don't know. The best thing to do is call customer service. That he tried to ask them but they are super busy.

9/28/2020

1:14pm Text to Shawn. Asked if he could find out something about our delivery.

1:57pm Reply from Shawn. "hi ed yes I don't know for sure but it looks like 1 to 2 weeks customer service know better than me im only on sales floor"

10/6/2020

1:04 pm Called Nikki Price at 561 379-1817. Left her a VM. Received a text message stating technical difficulties and was unable to receive my call and that she would return my call at her earliest convenience.

The last time I spoke with Nikki Price was 9/14/2021 and I never heard from her again.

And this being the so called "Quality Assurance Manager"

10/7/2020

1:19pm Tried calling customer service. The number goes straight to VM and then on hold.

1:19 pm Text to Shawn. "Shawn, Can you please check on the status of our delivery? You said at the beginning that you would be available to me through the entire process. As my sales rep please see what you can do. All I get through customer service is being put on hold. Thanks Ed"

1:25pm Shawn called me and got me in touch with Skylar in customer service.

1:30pm Skylar spoke with the carrier and said they should be loading on Monday and I can call her Tuesday and check with her if I don't hear anything.

10/13/2020

10:50am Called the number that Skylar gave me. It is the customer service number. Again, goes straight to VM and then to hold.

10:58am Text to Skylar. "Hello Skylar, you said to give you a call if I didn't hear anything as of yesterday. Please call me with info on our delivery. As of tomorrow, it will be 4 weeks that they picked up our furniture and belongings.

12:15pm Text to Shawn to please give me a call.

12:21pm Text from Shawn (Said he would call me in an hour)

3:13pm Received email from Moving support (Moving Pro US)

Moving Support (Moving Pro US)

Oct 13, 2020, 4:12 PM EDT

Good afternoon Edwin,

We have confirmed with dispatch that unfortunately, a delivery update is not available as of today. However, trucks and drivers are due to arrive to the warehouse this weekend, and we will be able to provide you further information the beginning of next week.

Delivery Dates are estimated and based on mileage and routing. Dates fluctuate due to traffic, weather and other unforeseen delays. Drivers are also now required to have an electronic log book, an E chip, installed in their ignition which limits them to 500 miles of driving per day and/or 8 hours of labor. While its not expected to affect your delivery we just wanted to inform you and you will receive updates as they occur.

Kind Regards,
The Moving Support Team
support.movehub.org

3:53pm Forwarded above email to Nikki Price.

3:53pm Left Shawn a VM

3:55pm Text to Shawn informing him that I just left him a VM.

3:56pm Text from Shawn "yes ed what is your question"

4:06pm Replied to Shawn. "What is my question? As of tomorrow it will be 4 weeks that they picked up our furniture and belongings. I should have my shipment by now. Please look through my case notes and see what you can do for me. I can't seem to get anyone that can help. Is there a direct manager of operations I can Speak with?"

4:09pm Text reply from Shawn "yes I submit a request for them to call you"

4:10pm My text reply "Them? Manager of operations? Who would that be?"

4:11pm Reply from Shawn "yes"

10/14/2020

Have not received any reply from the Quality Assurance manger Nikki Price or a Manager of operations.

1:53pm Text to Shawn. "Have not received a call as of today. Please have your supervisor call me. Don't just submit a request. Ask them directly."

1:58pm Reply from Shawn. "ok I will right now"

5:40pm Text to Shawn. "Have not heard from anyone. I'll call you in the morning. Ed

5:41pm Reply "She said she was idk why she didn't Call the customer line Or me if they don't answer

5:46pm Reply from Shawn "I said I don't know why she didn't call you she told me she was and I talk to her personally

5:52pm Text to Shawn "If you give me her name and number I can call her directly."

10/15/2020

Received email 10/14/2020 at 2:20pm from moving support.

Moving Support (Moving Pro US)

Oct 14, 2020, 3:19 PM EDT

Good afternoon Edwin,

We have contacted the carrier and unfortunately, they do not have a delivery update at this time. They have informed us that your FADD [first available delivery date] is noted as 09/21/2020; your shipment is in "red priority" meaning that you are due to be loaded onto the next truck that is going to Texas. Please understand, we are your booking agent and we do not have possession of your belongings however, we are doing everything possible to get your items delivered to you as quickly as possible! Our intention is to provide you accurate information, and we sincerely apologize for any inconveniences that this delay may cause you. We will be following up with your shipment after this coming weekend; we are hopeful to be able to provide you further information.

10/15/2020

9:30am My email reply

As the booking agent there must be someone who can call the carrier and get things done.

All I get is the same reply from Moving support. "We have contacted the carrier and unfortunately, they do not have a delivery update at this time."

You have to know that this looks bad for everyone involved.

11:09am Called Brenna Miller at 844-442-6467 ext. 502 Placed on hold for 11 minutes. Hung up and called back.

11:21am Call answered with "Moving please hold" and goes straight to hold.

Brenna said they are doing all they can. That all they can do is call the carrier and the carrier says they do not have an update at this time. I asked Brenna "That there surely must be a manager that can be contacted to move things along". She said she was the supervisor on the floor and that my job 8006128 has been escalated to red priority and they will check with the carrier again over the weekend. She said it is all they can do. I asked her if she were in this position how long would she wait before taking some kind of legal action...a month, 2,3,6? She answered with; "that's not a reasonable question". At this point she was repeating everything she had already said. I said thank you and that I would speak with them later. 0

11:57am Received email from Brenna with Moving support with same message.

10/16/2020

4:38pm Received email from Brenna with moving support with same message.

10/22/2020

11:04 am Called Nikki Price at 561 379-1817. Left her a VM. Received a text message stating technical difficulties and was unable to receive my call and that she would return my call at her earliest convenience.

Have not received any reply or response from her in regard to my previous message on October 6th 2020. And this is their Quality Assurance Manager?

11:12am Called Shawn at 1 904 414-6231. Left VM stating that as of yesterday it has been 5 weeks since they picked up our furniture. There must be someone that can get something done regarding delivery of our belongings. Asked him to please call me rather than just a text or email.

11:09am Called Brenna Miller at 844-442-6467 ext. 502 Customer Service

She said she would reach out to delivery and call me back today.

4:04 pm Received a call from Brenna Miller telling me exactly what she has told me for the last three weeks. So exact, it is obviously a scripted message. 00

We have contacted the carrier and unfortunately, they do not have a delivery update at this time. As your booking agent we are doing everything possible to get your items delivered to you as quickly as possible! We will be following up with your shipment after this coming weekend; we are hopeful to be able to provide you further information.

4:24 pm Called the carrier direct at 1 855 330-6683 which takes me to a customer service number where I am placed on hold without being asked.

4:29 pm Amy with customer service said it can be up to 21 days to manifest date. This would be the loading of the truck at which time I would receive a call telling me when it would be in transit. I would then receive a call 2 to 3 days out upon arrival.

Side note: Amy was the most personable of the people I have spoken with to date.

10/26/2020

6:19 pm Received call from Destiny at 855 506-3511

She said that our furniture and belongings were being loaded and should go out Tuesday 10/27/2020.

To expect 5 to 7 business days for delivery. That we would receive a call from the driver 18 to 24 hours out and then another 30 to 60 mins out. A balance of 2060.05 was due upon delivery.

10/29/2020

9:12 pm Received call from Driver (Derrick) 312 502-8664 that he would be here late tomorrow 10/30/2020 afternoon or Saturday morning 10/31/2020. He would call about an hour out.

10/30/2020

2:03 pm Received call from driver (Derrick) 312 502-8664. Three hours out.

5:46 pm Driver (Derrick) arrives.

6:20 pm Driver is finally able to start unloading. A lot of items damaged. I have taken pictures to record this and I will place a claim. The driver was going to leave, and I had to stop and instruct him that he had to put the furniture that was disassembled back together. With this I had to assist them in the assembly because they did not have the knowledge on some of the items. These were quite simple items, like table legs and bed frames.

11:15 pm Delivery complete.

11/03/2020

8:53 am Received email from moving Pro. Email below. (Really? Wow that's incredible. They were in route last week. I received my belongings 4 days ago. This company is truly un-believable!)

Brenna Miller (Moving Pro US)

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Thank you and have a great day!

Kind Regards,

Brenna

The Moving Support Team