

http://www.nationalmovingsystems.com/

## About National Moving Systems

At National Moving Systems we still believe in our founding principles: Integrity, Reliability, Hard work. We pride ourselves on consistently providing a level of service that far exceeds the typical industry standard. The love and passion that we put into our moves is manifest in the smiles we see as a family begins building a new home together; with their heirlooms and memories kept safe and secure by our dedicated moving specialists.

Please review our established track record with the BBB. We have moved thousands of Families from Alaska, Washington, Oregon, California, Colorado, and throughout the midwest. We guarantee the absolute best rates for cross country moves in these states going anywhere in the United States....

What is a BBB Business Review?

Overview

Complaints

Customer Reviews

Directions

**THIS BUSINESS IS NOT BBB ACCREDITED**

**National Moving Systems**

(877) 222-0968

*View Additional Phone Numbers*

4195 Oneida St STE I, Denver, CO 80216-6618

<http://www.nationalmovingsystems.com>

*View Additional Web Addresses*

**! There is an alert for this business !**

## BBB Accreditation

National Moving Systems is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets [BBB accreditation standards](#), which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

## Reason for Rating

BBB rating is based on 13 factors. [Get the details about the factors considered.](#)

This business has no rating because it is in the process of responding to complaint(s) previously closed as unresolved.

BBB identified a potential pattern of complaints. Consumers allege Sales Practice issues. Consumers claim the business is not upfront about the cost of the move or the time it will take to deliver the goods. Consumers also allege Delivery issues, claiming they have not yet received delivery of their goods. The business set up a meeting with BBB, but failed to show up.

## Customer Complaints Summary

[Read complaint details](#)

9 complaints closed with BBB in last 3 years | 9 closed in last 12 months

| Complaint Type                  | Total Closed Complaints |
|---------------------------------|-------------------------|
| Advertising / Sales Issues      | 3                       |
| Delivery Issues                 | 3                       |
| Problems with Product / Service | 3                       |
| Billing / Collection Issues     | 0                       |
| Guarantee / Warranty Issues     | 0                       |
| <b>Total Closed Complaints</b>  | <b>9</b>                |

[Read Complaints](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint](#)

### Licensing, Bonding or Registration

This company is in an industry that may require licensing, bonding or registration in order to lawfully do business. BBB encourages you to check with the appropriate agency to be certain any requirements are currently being met.

These agencies may include:

Public Utilities Commission  
1580 Logan St Ste 1550  
Denver, CO 80202  
(303) 894-2070  
<http://www.dora.state.co.us/puc/index.htm>

### Type of Entity

Corporation

Incorporated: May 2015, CO

### Business Management

Principal: Mr. Stanisv Skribnik (Owner)

### Contact Information

Customer Contact: Mr. Luke Connery

### Business Category

Movers

### Alternate Business Names



National Moving System

### Industry Tips

Moving Companies

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**! There is an alert for this business !**





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*motional*

You can go to the BBB website and read all of the complaints, However I will post one for you

 **Unresolved** - The business responded to the dispute but failed to make a good faith effort to resolve it. (1 complaint)

 08/20/2015 Advertising / Sales Issues | Read Complaint Details



**Complaint**  
National Moving Systems deliberately mislead me regarding every step of the move.  
False promises  
Raised the price of the move at every juncture.  
Failed to deliver at agreed upon time.  
Lied regarding the nature of their business. Said they owned their own trucks and paid drivers as W4 employees, turns out they broker your load to the lowest bidder, who will then try to extort money from you upon delivery.

**Desired Settlement**  
I demand National Moving Systems Deliver all of my belongings immediately! I will not by these thieves another dime! They need to deliver my belongings as promised.

**Business Response**  
Greetings,  
  
As a Carrier, we are extremely regretful for giving you this experience. Our intent was to provide you with the best services. Please give us the opportunity to resolve this matter in a monetary value.  
  
The only extra charge that you incurred was the shuttle service fee. According to our Terms and Conditions it states:  
  
Shuttle service- If Semi truck cannot park within 500 feet of home or building, we will most likely have to utilize an additional smaller truck in order to safely deliver your goods. This is a minimum charge of \$350.00 (for shipments smaller than 400 cubic feet or 2800 lbs) and more (for shipments over 2800 pounds).  
  
If we can not drive our 53' trailer within 500 ft we must charge extra for the smaller truck as well as the extra labor of unloading and reloading. We try to notify our customer in advance. However, most of the time we do not have the ability to foresee this scenario before we reach your destination.  
  
In addition, we do not broker loads. We do utilize our contracted partners (long haulers) to complete our deliveries if we have a high volume of loads to ship. Our employees are W4 employees.  
  
Lastly, we apologize for the delay of your goods. We are more than willing to compensate you for the inconvenience. Look forward to receiving a \$25 per day late penalty refunded back to you.  
  
In conclusion, it was never our intentions to cause an inconvenience to you and your family. Please give us 2-3 days to follow up with a total refund amount. Thank you for your patience.

### Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)  
While we appreciate the effort National Moving Systems has put into their response.  
They have yet to address the core issues of our complaint:

1. We were specifically told on multiple occasions by multiple members of their staff that they were a sole source provider of relocation services. Clearly they are not. They should have disclosed that they subcontract loads to other companies. The difference between the words "broker" and "subcontractor" are a matter of semantics.
2. They have yet to explain why their subcontractor repeatedly requested \$150 more than their listed rate for a shuttle load. He repeatedly said. "Give me an additional \$500 or I will not unload your things" he only mentioned a shuttle twice. Further, conversations with their dispatch manager indicated our shuttle fee, should have been \$350.
3. A \$25 a day refund hardly makes up for the anguish of not having our things in our possession. Moreover, until 2 days ago we didn't even know where our things were. Additionally, National Moving Systems idea of compromise has been give us our money, we'll tell you where to pick up your things. We will have to pay more than \$700 in additional monies to complete the job National Moving Systems subcontractor refused to complete.
4. Their staff member Jessica was unforgivably rude, told lies about our behavior repeatedly and was completely uncooperative.
5. Their website says "We offer free redelivery". Clearly, if there were ever a time they should live up to that offer, this is it.
6. We want them to guarantee in writing that they will replace any missing, broken or damaged items as a result of their contractor's negligence.

We trust you will relay our message.

So far you can see that this company is not what they say they are. A lot of theft, strong arm tactics and delays due to their faults trying to get customers to pay for these mistakes.

I am now going to post a few of the reviews from [www.mymovingreviews.com](http://www.mymovingreviews.com)

## AVOID AT ALL COSTS - Moving Review

### Review on National Moving System

Rating: ★★☆☆☆ , Posted by **Nolabound** on Aug 23, 2015

DO NOT USE THIS COMPANY. REPEAT. DO NOT USE THIS COMPANY. 34 DAYS!!!! to get stuff from Boulder, Co to New Orleans. 34 days of outright lies, half-truths, unreturned phone calls. Damaged and missing goods upon arrival. And finally, extortion by the movers for more cash over and above the contract price upon delivery at 9 PM on a Sunday night. These folks ought to be shut down by the ICC, or whoever has jurisdiction over interstate movers. Spread the word.

## Update information - Moving Review

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### Review on National Moving System

Rating: ★☆☆☆☆ , Posted by [Don Nelson](#) on Aug 14, 2015

1st off if you have had problems with this company, please file complaints with the following groups, Your State's Attorney General, The US Department of Transportation, Your State's BBB, and the National BBB. File Civil Law Suits if applicable. The names that the refuse to give are as follows; Stanislav Skribnik, he is listed as the one who filed for the US DOT #. Kevin Dixon, the co-owner manager, and #1 liar in the company.

Other names they use, Washington Transport Company, Liberty Relocation, Quick Transportation Solutions  
Stanislav Skribnik3635 S Lawrence St Suite MTacoma, WA 98409  
408-685-1777

I wrote a review previous, which you're encouraged to read. But we still are missing 30% of our personal belongings.

## Stolen goods, bribery, threats, and lies - Moving Review

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### Review on National Moving System

Rating: ★☆☆☆☆ , Posted by [Christopher](#) on Aug 05, 2015

DO NOT USE THEM!!! I can't possibly express how big of a disaster this company is. They will lie to get your business, lie about their process once they have your business, lie about when you will receive your items, steal your items in transit, bribe you to remove your online reviews, threaten to sue you for defamation if you do not remove reviews and then they will tell you "too bad" about your stolen goods. But the best part is they are now just trying to operate under different business names to escape their poor reviews. SHAME ON EVERY PERSON THAT WORKS FOR THIS COMPANY. We were quoted roughly \$2700 to move a small two bedroom house from Colorado to Texas. It took 3 weeks for the items to arrive (after we were told 4-7 days after pickup). We started calling and asking where our items were and always got a different story. Finally, once we got a firm delivery date and the items were delivered, we were shocked to see that only 1 bedroom worth of furniture was delivered. yes, an entire rooms worth of furniture was missing and they could not tell us where it was. So we began calling and emailing and trying to discover where our items were. When no one could give answers we began filing complaints and then got a call from an employee who threatened to SUE me personally for defamation, and then offered to pay me \$300 in lieu of filing the suit. I said "SUE ME". Then we ramped up our efforts to bring attention to this company and were contacted by a different employee who offered us \$1000 to remove all of our reviews and not write any more. Since we could not get our items which were missing and wanting to be done with the ordeal we reluctantly agreed. No money ever came and on our last effort to find out what was happening we were told we could not extort them. They either lost or stole our items. We are filing police reports and contacting all major media outlets in Denver to help ensure that no one else fall prey to this company's shady dealings!

## TERRIBLE EXPERIENCE - Moving Review

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### Review on National Moving System

Rating: ★☆☆☆☆ , Posted by [Lauren](#) on Aug 07, 2015

My salesman Justin LIED about National being a "family owned, independently operated" company. (A customer service rep later told me they are a broker). He LIED about all costs being included in the quote (no hidden fees) but surprise, they charged me \$150 for tape and blankets for my furniture. 5 days after the movers picked up my stuff, I got an invoice from Lupe telling me I took up more space on the truck than the foreman quoted and wrote down on my Bill of Lading, and I owed them \$500 more than stated. A week later I was told Lupe no longer was with the company.

The driver who picked up my stuff from CA harassed me via my personal cell phone for a week by sending me texts, calling late at night and even texting a picture of himself. CREEPY.

Fast forward 3 weeks, I STILL have no answer on where my stuff is. After speaking with multiple customer service reps with no answer, I kept calling, trying to get the person I previously spoke with. Yesterday I called an LUPE answered (the one who "no longer worked there). Be prepared to be on hold forever, being passed around to different people in the company, unanswered calls and no call backs, and no answer to anything. Calls go unanswered. Some numbers get redirected to a different moving company.

The BBB rating is now pulled.

I just want my stuff delivered for the price I signed and agreed to on the contract in a timely manner. Is that so much to ask for?

## STAY AWAY! - Moving Review

### Review on National Moving System

Rating: ★☆☆☆☆ , Posted by **Peggy** on Aug 06, 2015

My husband decided to use National Moving Systems in Denver, in early July, after an estimate from Sean. Sean promised him that goods would be delivered in about 3 days after our closing on new home. On July 9, owner and estimator, Ray came to our house, as goods were being loaded. He told us that we had more than Sean had estimated and upped our contract about 10%.. My husband signed the contract with increase, which had no signature of company rep. Ray then left. Later he called to say we had lied about how many items company was to haul, and said he had to up the price again. We told him we had not lied about which goods were to be a company haul. On July 21, we had a 9:30 pm delivery of 2/3 of our goods to our new home in Rio Rancho. Joe, the driver, was paid the full amount due of our original contract. Joe had hired teens from Craigslist to unload our things in the dark. Our things were roughly handled in the dark. Then the bait and switch games began with customer service and dispatch reps about delivery of remaining goods. Christine and Lupa promised delivery of remaining goods on July 28 or July 29 by Joe, the contract driver. Joe never called nor would return our calls. At one point we threatened to report our goods as stolen to police, and Joe texted, "have fun." Turns out our furniture had never left Denver. Then more promises of delivery in 3-5 days. Finally, on August 5, another contract driver, Mike brought our goods. Not sure yet if we received all. We were contracted by a rep from company saying we still owed another \$630 for our overage of goods. We decided to pay. . Driver Mike brought goods. My husband had just purchased a new Kindle, and after the workers left, he discovered it was missing. We have damaged goods.

Do not use this company for your move. They suck money from you as they load your things and then suck more later. They refuse to give you any employees last name. Their contract is full of language that gives them a very long delivery time, and a 110% clause. Customer service is non existent..

I have reported company to Colorado Attorney General's office, and to Better Business Bureau in Denver. 87

**As you read this you see the same problem over and over. This is something that has happened to my wife and I also. I was told by Kevin who supposedly works in Customer service, but does not know that definition of customer service... That on Aug 3<sup>rd</sup> via Email (I can provide), that my stuff was being packed on the truck and would be to me within 5-10 business days, which this would have put it at my door on the 14<sup>th</sup> of Aug.**

**On Aug 6<sup>th</sup> I had asked for an updated invoice, to show that our stuff was enrooted and what the remaining amount was. I had sent several emails as well as voice mails to Kevin and Sean to get the invoice corrected. No reply at all, so I called customer service and spoke with Chloe who told me that they did not see it, however she had to check with accounting. I was told that she would call me back in an hour, She did not I had to call her back, however they did find this information out and updated my invoice with the correct amount paid and what was owed. I also asked Chloe about if I was to make a payment before the items shipped out, how could they take payment and she was more then helpful with this as well.**

**On Aug 10-11<sup>th</sup> I finally get a return phone call from Kevin @ 830pm EST, which is 530PST. He was very rude and did not care of where my stuff was or when it would be on its way. I told him about the email he had sent and told me that he did not send any email with that information in it, and I told him I had it and I could forward it back to him if he wanted to see it himself. He also told me to get the truck rolling I would have to pay them \$3700 before anything would happen. I then told him about what Chloe and I spoke about and then got very upset and told me "Well we will reprimand her", I**

asked him for what... Cause she was doing her job and providing customer service. (I found out that she did get in trouble, due to helping a customer and not lying to them).

I then call back and asked Chloe how much is needed for us to get the driver assigned and the truck rolling. She gives us the amount. As of this time we are also contact by email from Latasha who is the CS in the Tacoma Warehouse. She sends me the information that is needed. At this time we send the money via USPS Next Day, and that was on a Saturday the 15<sup>th</sup>, and they got it to them and was posted to our account on the 17<sup>th</sup> of Aug. As of this time we are told our first available for deliver is the 20<sup>th</sup> of Aug, Mind you they picked up our stuff on the 13<sup>th</sup> of July. I called them 3 times last week, Monday the 17<sup>th</sup>, Wed the 19<sup>th</sup>, and my wife called on Friday the 21<sup>st</sup>. On this call they told my wife, they might have to charge us storage fee, now this would be due to the fact that their driver, as they only seem to have one, they did not know when he would be back in the warehouse to pack up the trailer and drive out... My wife just laughed, and the lady on the other end of the phone just hung up.

I have now called on Aug 24<sup>th</sup>. I was told that a driver has been assigned and he was loading over the weekend, however they will no know more information until the board updates, and they have asked me to call back on Tuesday the 25<sup>th</sup>.

**NMS update**Monday, August 3, 2015 4:56 PM

**From:** "kevin@nationalmovingsystem.com" <kevin@nationalmovingsystem.com>  
**To:** gossvd@yahoo.com

[Full Headers](#) [Printable View](#)

Greetings,

We are loading your shipment this week. Delivery will take approximately 5-10 business days.

The address to mail money order:

5301 Laurel Canyon blvd  
Suite 201  
Valley Village, CA 91607

Kevin, GM  
NMS

**8/24 – Told me they where waiting to have the dispatch board updated.**

**8/25 – Called and told me that the driver was assigned and they would be loading the truck on 8/26 and it would take 2-3 days to load the truck.**

**8/27 – Called and was told their systems where down and to call back in 30 minutes.**

**9/6 - Movers show up to deliver our good. Driver was amazing. He made sure everything was there. However National Moving Systems damaged the following items or lost**

**Mounting brackets for TV stand where not in the items unloaded from the truck. Which has not render my \$180 TV stand usless.**

**65 inch tv has scratched, deep scratches all over the tv. NMS did do the packing of the TV.**

45 inch TV has Scratches all over the TV screen as well. Looks like someone took a knife to the TV screen. Also noticed, now that are also “pressure” areas on the screen, so now when you touch the screen it flashes.

Black and Decker Oven was smashed due to improper packing. Door hinge on both sides of the door are smashed, and dial area is smashed as well.

I have pictures of all these issue.