

It has taken me a few months to write this as I have PTSD from my god-awful experience with Imperial Freight Lines, which in fact is NOT A MOVING COMPANY- they are a shipping logistics company that acts as the middleman to complicate your moving process, increase the price of your entire move- or in our case, simply take your money without rendering services, and inflict an enormous amount of stress on an already stressful life event.

My boyfriend and I both talked with Gabe Fitzgibbons on 4/25/22 and heard his sale pitch during our call. He said all the right things and even when we said we would call back after weighing our options he pretended to check with a manager to give us a bigger “discount” if we put down the money right then and there- \$1008, which ended up being \$1608 in total, but I will get to the \$608 later.

Red flag #1:

Imperial Freight Lines only uses ACH payment. This company is so poorly managed that a former employee took a customer’s bank information and stole THOUSANDS OF DOLLARS. This company has a history of fraudulent actions- see linked video: <https://youtu.be/NxgJusVKdos>

The Security Deposit:

The deposit is a big part of the overall moving cost which ONLY goes TO IMPERIAL FREIGHT LINES. They then post the moving details on some online database where ACTUAL shipping companies can “bid” on the move. The move is picked up usually at the last minute, which is why we decided it was necessary to cancel our move with Imperial Freight Lines. They were unable to confirm a moving date before the 3-day moving window began- which was promised during the recorded phone conversations we have had. I have asked for my boyfriend’s deposit back, but he has not yet received it.

The Week of the Move:

The moving window was 3 days, a Friday -Sunday (6/24-6/26). The “Quality Assurance Appointment” was scheduled for Tuesday, 6/21/22 at 3:00 pm.

Red Flag #2:

I received a TEXT from Robert, the quality assurance expert for Imperial Freight Lines on Monday 6/20/22 at 6:32 AM notifying me that the appointment has been moved up to “today at 1:30 pm”. I was told to make sure I was at home with a tape measure handy. I kindly reminded him the appointment was for Tuesday 6/21/22 and that they are requiring me to change the appointment on a Federal Holiday. (What if I wasn’t home? It’s like an airline moving up their flight a day early and expecting people who purchased a ticket to be okay with that). Robert told me if I needed to make any changes to the allocated space or add additional items, I needed to meet “today”. I worked like a dog the rest of that morning to ensure the remaining boxes were packed so I was able to give a final count. This was a big deal because when I was on the phone with Robert, he told me if I was to go over ANY amount of the agreed-upon space, I would be charged a large fee by the moving company. He advised me to add on more space because things always fit “differently” in moving trucks- so I agreed to ANOTHER ACH payment taken directly from my boyfriend’s account (the remaining \$608). Looking back, my boyfriend was

present during this authorization, so I put into question if they were allowed to go through with the ACH debit.

While on the phone, I asked Robert the exact date of my move, to which he responded I would tomorrow, Tuesday. For the next 3 days (Tuesday- Thursday) I had sporadic luck with contacting Imperial Freight Lines. I sent several emails, texts, Facebook, and Instagram messages as well as left several voicemails to get some answers about my move date. When I made contact, I almost always spoke with Camille Cox, who was not friendly. She would tell me to call back the next day. On Wednesday, Camille told me I would have confirmation 24 hours before the window opened, Thursday. When Thursday came around, there was still no carrier confirmed, and instead that I would be notified 30-60 minutes before the movers are supposed to arrive, during the window. Again, these calls have been recorded according to Imperial Freight lines.

Friday comes around, the 1st day of my moving window, and NO carrier was confirmed which was promised. I then sent Imperial Freight Lines the following email canceling my move and requesting a full refund.



Stacy Coglianese

Re: Pick Up Confirmation

To: IMPERIAL FREIGHT LINES LLC, Carlos Gonzalez, Bcc: britney@allstatemoving.us

June 24, 2022 at 2:46 PM

[Details](#)

Dear Imperial Freight Lines,

Due to lack of prompt communication as well as lack of the ever-changing, promised confirmation before the moving window began, I need to cancel my move with you. The way in which you do business has disabled me from conducting my move. The promises that were made, and the responsibilities that were in writing have NOT taken place.

I have reached out every day of this week asking for some clarity with the different information I've received regarding my move. My moving window started today, 6/24-6/26 and you did not have a carrier confirmed before the window began, which was promised.

I was first told I would have carrier confirmation on 6/21, the day after my QA call was conducted, which by the way, was moved up an entire day with only a few hours' notice. Then, after reaching out on 6/21, I was told I would know on 6/22. Then after reaching out again on 6/22, I was told I would have confirmation 24 hours before the window opened, yesterday, 6/23. Yesterday there was still no carrier confirmed, which is why I am writing this email. Additionally, I was told I would be notified 30-60 minutes before the movers are supposed to arrive sometime during the window. All of this to say you have provided zero assurances this entire time.

I do appreciate your efforts, although they didn't come to fruition. Please refund my deposit immediately. I want to have confirmation of this refund and if I need to, I will contact the **department of transportation**. I am giving you the opportunity to do the right thing currently. As mentioned, I have put my effort into trying to contact you to get answers through a variety of methods including emails, texts, even Facebook and Instagram messages, and several voicemails. This is now how any company should operate.

Please confirm receiving this email.

I will be notifying my bank of this matter too as I see your company has a history of fraudulent actions- see linked video: <https://youtu.be/NxgJusVKdos>

Kind Regards,
Stacy Coglianese

Please assist in any way you can.

Kind Regards,

Stacy A Coglianese

312-509-0426

Stacy.coglianese@gmail.com