

The company '5 star Moving company' DOT #: 3109779 MC #: 82082 breached our agreement and refused to refund my \$600 deposit as agreed upon on phone conversation and on agreement. When I first received a quote from 5 Star, I was urged to pay a deposit of \$600. I expressed my concern that according to the agreement I would not be able to get a refund after 48 hours if I get better quotes from other companies. The rep. changed the agreement to read ' Customer will get a 100% refund of deposit if customer decides to cancel the move with Five Star Moving Company, up to 7 DAY BEFORE THE MOVING DAY.' The rep also told me he could price match if I get a better quote from a competitor. He also assured me that the cargo measurement on the agreement and the ship dates are estimates and can be changed later. I gave him an estimate date of Aug 15-16. I signed the agreement in July. On July 28, I sent a quote from a competitor with much better price to 5 star and asked for price match. That was the first time the company breached the agreement and refused to price match. The reason given was that '5 Star was reputable while the competitor was not'. August 1st, I notified the rep I have an accurate move date which is anytime between Sep 10-Sep20. THE rep told me on the phone the move date was changed but no new agreement was sent to reflect the new date. We both understood the move date was changed to a more precise date range, Sep 10-20. On Aug 23rd, I sent a finalized inventory list of my items, with dims and photos, and explanation that everything was loaded on racks-on-wheels and that there should not be a lot of labor needed during moving. I asked if I can get a better price, and an exact scheduled move date. The request was acknowledged but no answer was given to me. Meanwhile, I have received another better quote from another competitor. On Aug 26th, without getting an answer from my previous request with 5 Stars, I notified 5 Stars that I am cancelling the booking and I request the refund. Right away, I got an email rejecting my request from the rep. I forwarded the request to the customer service manager, and she rejected the refund too. I am attaching all the document related to this incident. This company is out to cheat money from consumer. After they rejected my request, they immediately took out the link to the agreement. Fortunately I had saved screenshots of our correspondence. 5 star price is high, did not provide service to me, and did not honor the agreement that we had. I would warn consumers and everyone I know to stay away from this company.