

Save your money!!!

I contacted Transit Systems Inc. Moves for Seniors to coordinate my move. Based on questions about the contents of the proposed move. Moves for Seniors estimated a cost of \$6533.36. IAW their terms and conditions, they charged my credit card for approximately half of the estimate (\$3265.00).

*Note that their terms and conditions have provisions for raising the eventual cost, but no provisions for reducing the cost, if the actual cost is less than the estimate.*

After the move was completed, the mover "misspoke" and told me the total cost of the move (\$5280.54). Moves for Seniors then revised the estimate on their invoice to \$8545.54 and noted that it was paid in full. Moves for Seniors took the total cost, and charged that to my credit card. They had previously charged my credit card half of the estimated cost, for a total of \$8545.54 charged to my card.

When I brought the above to the attention of the Senior Partner Services Manager, I was told: "The original quote and invoice from Moves for Seniors was for \$6533.36. **This is the price of the move.** The mover misspoke in talking to you about the cost of the move. I apologize for any confusion that this may have caused. We are going to refund you \$ 2012.18"

*(Note again, that the estimate is the price of the move, without any regard to a reduction in actual cost.)*

I then responded with the following: "Thank you for the response. So if I understand your answer...Transit Systems charged \$1252.82 for their service. I would have saved that amount, if I had dealt directly with the mover."

I then told her that I intended to post negative reviews on the BBB, Yelp, Google, and others ( I could not find a way to post it to Moves for Seniors site). To which, she asked me to wait while she tried to find another solution and wound up elevating the situation "to management." I have waited two business days, and haven't heard anything more.

The movers did an excellent job, and I have no complaints with them.

Moves for Seniors charged approximately 38% of the \$8545 invoice, and now wants to charge approximately 19% of the \$6533 price.

I feel this is an unreasonable charge for the minimal service they provided.

**Save the cost of Moves for Seniors, and contact a mover directly!**