

Job#4453533

From Elk Grove, CA to Greensboro, NC

July 2020

The rundown of events:

Chris Clay and I spent literally hours discussing the specifications of what we needed for the original invoice of our move. We included an estimate for Large boxes, for garage storage bins which he told me were called "totes", and a litany of other items that we would be bringing with us. We stayed on while I estimated measurements and he adjusted the quote to account for cubic feet. We kept chatting over a week or two and rearranged for the removal of our BBQ and refrigerators when I decided to sell them prior to the move. Other items, such as boxes, totes, couches, tables, chairs, bed and bed frames, and the other standard moving items for a 2-3 bedroom home were added to the invoice. I approved it, and paid the deposit utilizing a 25% off discount code that had been emailed to us in celebration of "Summer Savings". I discussed with Chris the concerns that I had - the stereotypes for moving companies - and he reassured me that he had been working for your company for a long time and that your company was reputable, fair, and transparent. Unfortunately, on the day of our pick up, we found that this was anything but the case.

Prior to July 13th, the date of our move, we were expecting to receive a phone call from James "Jim" Horky to verify our moving date and ensure that we were prepared, and discuss any final changes if necessary. I did not receive that call. The morning of the 13th, I initiated a text/call to Chris Clay as I did not have a contact number for Jim Horky. Chris helped to coordinate a phone call with Jim, who seemed quite preoccupied and lost - he spoke to himself as he mentally placed our move telling us that we would 'have to wait until the 14th... no, the 13th... no, the 14th... oh wait, no, the 13th because the company had a big move scheduled for the 14th so I guess the 13th will have to do'. As we waited for Jim to sort out the details on his end just a few hours before we were expecting the moving trucks to arrive, we felt quite unassured and void of confidence that Pacific Coast Moving was planning their time and jobs well; we all understand that summer is peak season for moving and we were happy to be reasonably flexible however what continued on moving day was anything but "reasonable".

While we had an originally planned moving time of 12-2PM on July 13th, Jim suggested that it may be closer to 12-3PM. "That shouldn't be a problem", I concluded. However, we were then pushed to 5PM, announced to us at 4:15PM via text message from the driver or supervisor named Sam. When Sam, the supervisor for the Elk Grove, CA move called, he was at a moving store chatting with others, quite brief in our call and again, as Jim had, sounded disorganized and nearly confused about what was expected of him. After spending so much time chatting in detail with Chris Clay, the level of confusion from Sam and Jim Horky was frustrating to me but it's moving day and we just want to make sure to get it done. By 6PM, a no-show left us confused. We had planned our day and had to eat something. We went to grab a bite of food and feed our child. Around 6:45 we were told by Sam that they would be there closer to 8PM.

Knowing this was thoroughly unprofessional, I felt we had no other choice and wanted to get the move going. Even though the 14th was considered a back up day, Jim Horky made it seem inaccessible so we remained as flexible as possible to accommodate moving day on the 13th. By 7:45PM with no phone call or text message, we began calling Sam, the supervisor for the move. No answer. We called again at 7:50PM, 7:55PM, 8:05PM and no answer. Finally after a voicemail was left, we received a call back claiming that the truck was in front of the house. Sure enough, the truck was outside with 3 workers sitting on the back of the truck, dangling feet sipping on slushies. They had been instructed by their supervisor Sam to begin loading. We asked them if they needed anything to begin working, they replied that they were hungry and thirsty. So out of generosity and goodwill, I went out to provide them with a meal. While I was wearing my mask due to COVID-19 concerns, not a one of the movers was wearing any protective gear - this raised a red-flag. As it states on your website: "Your Safety First: Crews trained in CDC & WHO COVID-19 Infection Prevention & Control" - so the fact that not even one of the workers wore a mask was a huge issue during a Global Pandemic! They worked at a slow pace for about 25 minutes then sat down in our kitchen to eat a meal before their supervisor arrived. However, after their meal was complete, we wondered and asked why they weren't getting back to work: their supervisor, Sam, had called and told them to stop working until he arrived. Sam arrived at 10:15PM with 4 more workers and berated the 3 previous movers that they had not followed his instruction. When Sam walked away, the 3 first movers complained to me about him telling me that they had been lied to and meant to take the fall in front of me to make Sam himself seem more professional. One way or another, there was no way to turn this day around to seem professional for Pacific Coast Moving. If this was an outsourced team, it did not reflect well upon PCM to be associated with them, and the troubles had only just begun.

When the teams began working at 10:30PM (noting that the movers were thoroughly unprepared - 7 movers, 3 blankets, insufficient plastic and bubble wrap, and only 1 power drill and a few tools to begin disassembling bed frames, tables, etc), the hassle continued at a whole other level. Small comments from Sam meant to prepare me for a price jump without specifying or detailing why. At 11:30-11:45PM, I discussed with him the discount that we had received and the price that was agreed to because after an hour, his flippant comments about expecting a price jump became too much to hear without knowing what he meant, why, and how much he was detailing. It was at this point that Sam claimed that there were no boxes at all, nor totes, listed on the invoice! As if that was not incorrect enough, he straight away dismissed the discount that we had received and tried to turn into a salesman and tried to "help me out" by calling his manager at 11:45PM to "go to bat" for me. Not only do I not believe that he was speaking to any upper management at Pacific Coast Moving due to the way that he was speaking to me (the lack of details related to the move [or empathy]), but again this behaviour is extraordinarily unprofessional - no upper management of a large company such as this would take a phone call from a route supervisor at 11:45PM, but it was very clear that he saw a young woman and thought me stupid enough to believe him while he lied to my face. After getting off the phone with "management", he told me that "management" said that the 25% discount was only to be applied to the quoted moving

price (even though there was obvious discrepancies between what I had discussed and agreed to with Chris Clay and what Sam was presenting me). I showed him the original advertisement that I had received from PCM via email with **ZERO details about the discount only being applied to the pre-pick up moving quote.** Sam then began to compare this illogic to Old Navy Buy-One-Get-One-Free deals and what it would be like to apply a coupon in stores... Sidestepping **the sexism** associated with him making a moving quote into a conversation about clothes shopping, he did not further help to alleviate my concern basically implying this is just how it is. In addition to the fact that he was not detailing events for myself, he was not supervising his movers as they began packing the incorrect furniture items while I had to rush between rooms to supervise by myself and ensure that the workers stopped dropping items, scratching walls, and that they respected my request to remove shoes or wearing boot-covers on the stairs and 2nd story of our home - none of this was accomplished however and we were left with excessive damage to our home. Picture frames pushed off of walls, falling to the ground, bouncing off of base boards and causing gouges along the way to base boards/walls, deep scratches on doors and doorways, scratches to the paint on the walls, knocking into balusters on the staircase as they brought beds down the stairs... **The disrepair that our home was in after this move was beyond anything "reasonable" and had to be repaired at our own expense,** including extensive carpet cleaning due to their unwillingness of the movers (all but 1 of 7 did so) to remove their shoes as requested. Supervision by Sam could have avoided this disaster however he seemed far more interested in his phone, and in searching me out alone, and chain-smoking in the driveway (littering the driveway and street with cigarette butts). Around 12:30PM, a 2nd truck was brought in, though the 1st truck had not been fully loaded and had plenty of stackable space to spare. It is also worth mentioning, that when a loveseat leather couch was beginning to be wrapped and I stopped the workers telling them that that item was not part of the move, Sam himself asked if he could take it home - it was not a joke, he was very serious. This was a level of unprofessional behaviour I truly couldn't have imagined. Due to this, I had to choose to keep my most prized possessions with me for an 8 day Cross-country road trip simply due to lack of confidence: my grandmother's mirrors, a piece of custom art work... both of which were charged to transport and **neither of which** ended up on the moving truck knowing that they were likely to be irreparably damaged. Noting as well that 2 of the movers complimented my TV and asked how much it might have cost me "to cop one of 'em". I was vague and suggested that TVs were less expensive these days. Confidence level = ZERO.

At 1:15AM, Sam began sending the movers home. They began to disperse but not before waiting to bum cigarettes, and certainly not before I mentioned that we lived in a nice area and I expected them to pick up the litter that they had thrown around the streets. When all that remained was myself, Sam, and the 1 worker (who was waiting for a cigarette from Sam that I sent to clean up the street), he sat down and hmm-ed and haa-ed through the nonsense details of how much more expensive this move would be - **about 2.5X what Chris and I had discussed and agreed to,** to the effect of \$1300 additional just for boxes and totes, and much more with all of the other smaller items such as the child's bike that he said was not listed in the contract. In shock, I

asked for details. He again stated that no boxes, totes, etc were listed on the contract. If I'm not mistaken, he also suggested that the washing machine was listed however the dryer was not. This was the level of dysfunction I was left with. I pushed back and asked what my options were, and what would happen if I did not agree to this price, and his response was to say that we were "Shit out of luck", and that "If you wanted to remove the items from the truck, you'd lose your deposit and end up paying more" because quite simply "This is the way it is." Clearly, that was not even an option since he had already sent all of his workers home at 1:15AM (telling them that he would log their time sheets out at 1:30AM) prior to us sitting alone in my garage discussing the final price. Sam made it clear that no options were available to me; I either had to sign and give him a check or I don't even know what. **There was literally no alternative.** After signing and Sam's departure, I returned inside the home to discover the full magnitude of the damage made to my home and the trash that had been littered all over my home. Water bottles that had just been tossed about in lieu of placed in the trash. Wrapping and trash from the move everywhere with no attempt whatsoever to clean up after themselves. Truly, a disaster in every sense of the word. To paint a picture, if you can imagine what the aftermath of a university frat party looks like (which I've only seen in movies), THIS was it. I have never... I have never...

Fast forward to July 23rd, we were expecting delivery of our items in Greensboro, NC on July 24th and were told that we would receive a call from the driver to give us a time frame to expect the movers. We had not received that call and so in fear that we would have a repeat of the situation with Jim Horky at pick up, I began calling. Unfortunately, Chris Clay remained the only representative of the company who was responsive and helpful. He got us in contact with Whitney by texting me her phone number and email address. I then called Whitney with no answer and left a voicemail, and then texted Whitney to confirm delivery date and time. Whitney informed me via text that the items had not left California and had not been loaded onto a truck. After 2-3 hours of that confusion, she texted again saying that the items had, in fact, been shipped and were already in North Carolina - again, I can't tell you how little confidence this level of internal miscommunication within your company leaves your clients feeling. At around 4:30PM, the driver of the delivery truck named David got in touch and suggested that he could be available to deliver by 7:30PM. After the experience that we had at pick-up, I was wary of late-night options and agreed to accept delivery of items on our back-up date Saturday, July 25th at 9AM.

When David and his partner arrived (again, by contrast 2 movers versus 7 in Elk Grove, CA!), I found that they had also been miscommunicated with. They did not know the true size of the delivery. They were hardly told that there were stairs. David and his partner however were very kind, polite, prepared, and professional... however, they too were extremely confused when we began supervising what was coming off of the truck to find that there was a patio chair and some Christmas decor that did not belong to us, and to find that our \$1,500 Samsung TV was "missing", our hand-woven Persian rug was "missing", our brand new paint machine was "missing", and 3 boxes of kitchen supplies that included things like cups/mugs/silverware/etc were gone, and that most of our items were damaged (chunks of wood missing out of the dressers, including

an **Antique French Empire Dresser that has survived since 1845 but somehow could not survive YOUR COMPANY** that had been "wrapped", a leg of our bed frame that was snapped in two, cuts to the fabric of our bed frame, our son's bed frame, our couch, a small chest from my son's room, scratches on every side of our dining table, deep scratches to every chair for the kitchen table, boxes that were practically falling apart, deep scratches and dents to the solid metal mechanic's toolbox, **and that's only just the beginning of it...**). At delivery when we began to notice high-value items were missing, I tried calling Whitney and did so 3 times with no answer. I understand that there is a time difference of 3-hours between EST and PST, however I was calling at what would have been 8-9AM PST which is not too early for business calls when moving dates with your company have been scheduled at that time. Once again, Chris Clay remained the only representative from Pacific Coast Moving that would directly answer our calls and reply to our text messages to try his best to help coordinate amicable communication and beneficial resolution, however since he is not a supervisor himself (though with his quality of customer service, you'd be a fool to let him slip away from your company without immediate promotion!!), his hands were tied with what he could help me with; had it not been for the fact that Chris actually listened and empathized with my frustrations and upset, my view of PCM would be unshakably poorer. When set-up and delivery of our items had been completed with David, obviously recognizing the competency as compared to the Sacramento team, I (at the recommendation of my lawyer) paid David in-full for the remaining balance and thanked him for his time. After this, I sent Whitney a long text message and email going over the points of the trouble and waited until Monday (2 days later) to receive a reply.

While I currently have my lawyer reviewing the original contract, it would sure be ideal to avoid litigious action and resolve this in a mutually beneficial way by means of this claim. I am interested in resolving this matter expediently and will provide as much documentation as I am able to **noting that I was not given a copy of any paperwork from Sam at pick-up on July 13th/14th at 1:30AM which is a violation of California State Law pursuant to the Consumer Contract Compliance Act of 1990 and the Federal Truth in Lending Act which states that when a contract is signed between two parties that copies of the contract must be provided to the consumer.** I look forward to hearing from you and beginning this claims process.