

Better Business Bureau®

Start With Trust | Online Complaint System

Your Information

Title:

First Name: CHRISTINE

Last Name: SNYDER

Country: UNITED STATES

Address: 12136 PETROS CT

City/Town: STERLING HEIGHTS

State/Province/Region: MI

ZIP/Postal Code/Postcode: 48313

Daytime Phone: 248-459-8252

Email: C.SNYDER6@YAHOO.COM

Age: 44

Gender: Female

Business Information

Name: Silverback Moving, Inc.

Address: 449 N Eton St Ste 503

City: Birmingham

State: MI

Zip/Postal Code: 4800959

Complaint Information

Complaint Type: Customer Service Issues

Description of Complaint: Schea Van Lines / Silverback Moving grossly underestimated my move and lost several valuables! 6/6: After working with two VERY helpful women, Kim and Karen, I chose Schea Van Lines. Their customer service during stressful time was great. Quote: 2 teams of 2 movers w/2 - 26' trucks for @ 6-8 hrs. Mid March: Cam, "the assessor" (and the owner) spent @ 30 minutes reviewing my home and quoting same as above. He seemed very customer focused. I also hired packing services. After 3 Schea professionals spent 8+ hours in my home, no one stated my move would take more than quoted. 6/22 Moving Day: Silverback Moving (not Schea Van Lines) arrived. After lunch, movers stated, "we will be here until 2:00am. This should have been a 2 day or 3 team job" then joked about Cam's inability to assess jobs. 6/22 Midnight: After adding 3rd team, the move taking 2x longer than assessed, and paying to get movers to leave, Jim calls and becomes aggravated when I challenge costs. Cam is NOT customer focused. When I questioned misquote, he replied rudely, "The contract states in PLAIN English the quote is non-binding - and the hours may change!!!" After arrogantly boasting of moving 12,000+ families/year, he could only say, "Moves are hard to estimate." Jim blamed extra time on storage items (items took less than 1/3 of a truck, less than 50 min. to move 5 miles). 6/26: I noticed several belongings missing (irreplaceable jewelry worth @ \$1820, a box of movies/video games and a bag of leather boots). 7/13: Upon request, I supplied Jim proof, photos and information re: my belongings. 9/20: Jim finally emails invoice and itemized charges. 10/4: Still no answer re: my valuables or WHY move was grossly underestimated. 10/5: FINALLY an answer re: valuables. Jim can "try to reimburse me \$0.60/pound for my belongings." Jim will likely say "Discounts!" This is their MO. The complaints are all similar. Beware of Schea Van Lines AND Silverback Moving - they are same. DO NOT TRUST THEM WITH YOU VALUABLES!

Desired Settlement: Other (requires explanation)

Desired Outcome Description: I would like a valid explanation why my move cost 2x more than professionally quoted. This was a bait and switch - almost \$1800+ more than quoted (final bill = \$3900). I would like my bill adjusted more than the "discounts" Jim will claim. I expect "replacement cost" reimbursement for my lost valuables - NOT \$0.60/pound. Jewelry replacement = @ \$1820. @250 movies (\$2000) + @35 wii games (\$700) = \$2700. 7 pairs of leather boots = @\$675. Total replacement cost of valuables = \$5195.

Additional Complaint Details

Product/Service Purchased: MOVING SERVICES + LOST ITEMS VALUE

Contract, Account, or Policy #: 983765

Purchase Date: 6/22/2016

Date Problem First Occurred: 6/22/2016

Purchase Price: \$8,895.00

Disputed Amount: \$6,995.00

Payment Made: Yes

Payment Method: Credit Card

Sales Person Name: JIM SCHEA

First Date you complained to the company: 6/26/2016

Second Complaint Date: 7/5/2016

Third Complaint Date: 7/13/2016

File Uploaded: 20790005_EMAILCHAIN2.pdf

HELP

Please review your complaint. If any information is inaccurate, you may return to the step in question and make corrections. All your information will be saved when you go back through the process. To go back to a previous step, click the step you want to go to in the progress bar at the top of this page.

The BBB of Detroit & Eastern Michigan will handle your complaint.

You may [print this page for your records](#). You will also receive an email confirmation of your complaint.

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Notice

THE TEXT OF YOUR COMPLAINT MAY BE PUBLICLY POSTED ON THE BBB WEB SITE (BBB reserves the right to not post in accordance with BBB policy). PLEASE DO NOT INCLUDE ANY PERSONALLY IDENTIFIABLE INFORMATION IN DESCRIBING THE NATURE OF YOUR COMPLAINT. BY SUBMITTING YOUR COMPLAINT, YOU ARE REPRESENTING THAT IT IS A TRUTHFUL ACCOUNT OF YOUR EXPERIENCE WITH THE BUSINESS. BBB MAY EDIT YOUR COMPLAINT TO PROTECT PRIVACY RIGHTS AND TO REMOVE INAPPROPRIATE LANGUAGE.

Waivers

☐ I authorize the business to communicate with the BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable: (a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt. (required)

If all of the above information is correct, click the Submit button below.

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