

*****WARNING*** to retain a copy of this complaint you must print to paper or PDF. Click the Print Button for documented proof of your complaint and for future communication.**

Complaint Summary

Complaint ID: 100182957 Submitted On: Thursday, October 28, 2021

[Back to Home Page](#) [Print](#) 

Incident Information

Address Type	Address	City	State	Zip	Country
Origin	16047 N 171st Dr	Surprise	AZ	85388	US
Destination	105 Walnut Bend Road	Arlington	TN	38002	US

Bill of Lading Number (Job #): A6991972 Pickup Date: 10/5/2021 Delivery Date: 10/25/2021

Incident Description

See uploaded detailed document

Selected Allegations

Type	Category	Allegation
Moving Company (Household Goods)	Shipment Documents	Broker or Moving company did not provide me with a copy of the "Your Rights And Responsibilities When You Move" pamphlet and the "Ready to Move" brochure.
Moving Company (Household Goods)	Shipment Documents	Moving company did not provide a written description of their complaint or inquiry process.
Moving Company (Household Goods)	Shipment Documents	Moving company did not prepare or provide an order for service .
Moving Company (Household Goods)	Shipment Documents	Moving company did not inform me of the availability of a neutral arbitration process.
Moving Company (Household Goods)	Shipment Documents	Moving company did not prepare or provide a bill of lading.
Moving Company (Household Goods)	Estimates/Final Charges	Moving company did not provide a concise, easy-to-read written (binding or non-binding) estimate of the charges.
Moving Company (Household Goods)	Estimates/Final Charges	Moving company did not honor the form of payment specified in the estimate. (Example: the company agreed to payment by personal check in the estimate, but upon delivery they insisted on cash).
Moving Company (Household Goods)	Estimates/Final Charges	Moving Company did not honor a binding estimate.
Moving Company (Household Goods)	Estimates/Final Charges	Moving company requested more than 110% of a non-binding estimate at the time of delivery of the shipment.
Moving Company (Household Goods)	Estimates/Final Charges	Estimated freight charges: \$ 8200
Moving Company (Household Goods)	Estimates/Final Charges	Total deposit paid prior to pickup: \$ 11833
Moving Company (Household Goods)	Estimates/Final Charges	Total freight charges requested at delivery: \$ 4500
Moving Company (Household Goods)	Estimates/Final Charges	Broker provided estimates that are much lower than actual charges from Moving Company.
Moving Company (Household Goods)	Weighing	Moving company did not provide an opportunity for me to observe the weighing
Moving Company (Household Goods)	Weighing	I asked the mover to re-weigh the shipment and they refused.
Moving Company (Household Goods)	Weighing	Moving company would not adjust charges based on re-weighing of the shipment.
Moving Company (Household Goods)	Pickup and Delivery	Moving company did not notify me of a delay in picking up my goods.
Moving Company (Household Goods)	Pickup and Delivery	Scheduled pickup date: 10/4/2021
Moving Company (Household Goods)	Pickup and Delivery	Actual pickup date: 10/5/2021
Moving Company (Household Goods)	Pickup and Delivery	I was not notified of a delay in the delivery of my goods
Moving Company (Household Goods)	Pickup and Delivery	Scheduled delivery date: 10/9/2021
Moving Company	Pickup and Delivery	Actual delivery date: 10/25/2021

(Household Goods)	Delivery	
Moving Company (Household Goods)	Loss and Damage	There were significant loss and/or damage to the contents of the shipment.
Moving Company (Household Goods)	Loss and Damage	Estimated amount of loss and damage: \$ 10,000
Moving Company (Household Goods)	Claim Settlement	Moving Company is not responding to a filed complaint or an inquiry.
Moving Broker (Arranges Transportation)	Shipment Documents	Broker or Moving company did not provide me with a copy of the "Your Rights And Responsibilities When You Move" pamphlet and the "Ready to Move" brochure.
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not provide a written description of their complaint or inquiry process.
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not prepare or provide an order for service .
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not prepare or provide an itemized inventory of every box and unboxed item included in the shipment.
Moving Broker (Arranges Transportation)	Shipment Documents	Moving company did not prepare or provide a bill of lading.
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Moving company did not provide a concise, easy-to-read written (binding or non-binding) estimate of the charges.
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Moving company did not honor the form of payment specified in the estimate. (Example: the company agreed to payment by personal check in the estimate, but upon delivery they insisted on cash).
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Moving Company did not honor a binding estimate.
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Moving company requested more than 110% of a non-binding estimate at the time of delivery of the shipment.
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Estimated freight charges: \$ 8200
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Total deposit paid prior to pickup: \$ 11833
Moving Broker (Arranges Transportation)	Estimates/Final Charges	Total freight charges requested at delivery: \$ 4500
Moving Broker (Arranges Transportation)	Weighing	Moving company did not provide an opportunity for me to observe the weighing
Moving Broker (Arranges Transportation)	Weighing	I asked the mover to re-weigh the shipment and they refused.
Moving Broker (Arranges Transportation)	Weighing	Moving company would not adjust charges based on re-weighing of the shipment.
Moving Broker (Arranges Transportation)	Pickup and Delivery	Moving company did not notify me of a delay in picking up my goods.
Moving Broker (Arranges Transportation)	Pickup and Delivery	Scheduled pickup date: 10/4/2021
Moving Broker (Arranges Transportation)	Pickup and Delivery	Actual pickup date: 10/5/2021
Moving Broker (Arranges Transportation)	Pickup and Delivery	I was not notified of a delay in the delivery of my goods
Moving Broker (Arranges Transportation)	Pickup and Delivery	Scheduled delivery date: 10/9/2021
Moving Broker (Arranges Transportation)	Pickup and Delivery	Actual delivery date: 10/25/2021
Moving Broker (Arranges Transportation)	Loss and Damage	There were significant loss and/or damage to the contents of the shipment.
Moving Broker (Arranges Transportation)	Loss and Damage	Estimated amount of loss and damage: \$ 10,000
Deceptive Business Practice	Consumer Complaint	False Advertising by a Mover (motor carrier)
Deceptive Business Practice	Consumer Complaint	Household Goods Broker misrepresenting itself as a Mover. Website didn't indicate Broker status nor did Broker mention it when arranging the move
Deceptive Business Practice	Consumer Complaint	Mover demanded payment for services not provided
Deceptive Business Practice	Consumer Complaint	Auto Hauler demanded payment for services not provided

Deceptive Business
PracticeConsumer
Complaint

Broker failed to provide a list of carriers (Moving Companies) they use on their website/advertisements.

Contact Information

Name	Email	Phone	Address	
Tiffany Vierlinck	tiffany.coston@hotmail.com	949-456-7090	105 Walnut Bend Road , Arlington , TN, 38002, US	Complainant

Your company information

Company Type:

Company Name:

US DOT #:

Privacy Option

Do you authorize FMCSA to disclose the contents of your complaint to the moving company in a notification letter? Yes

Company Information

Company Name	U.S. DOT#	MC#	Address	City	State	Zip	Manual Entry
S & M Relo Llc	3253956	1024604	3238 N SECTION LINE RD UNIT 3A	Radnor	OH	43066	
All State Moving Of America	3537860	1180122	1001 NW 62ND ST STE 407	Ft Lauderdale	FL	33309	

Supporting Documents

Sequence No.	File Name	Description
1	COMPLAINT.pdf	COMPLAINT DECRPTION
2	INITIAL ESTIMATE.jpg	INITIAL ESTIMATE
3	FINAL ESTIMATE.jpg	FINAL ESTIMATE

Certification Statement

* By checking this box, I certify/understand that the statements and information I am submitting in support of this complaint (allegation) are, to the best of my knowledge, true, accurate and complete.