

WARNING! Do not hire these people. I thought I did research enough to hire JK for my move from Austin to Oakland. They market themselves as a attentive mover that goes to great lengths to take care of you throughout the process and also the movers will take care of your personal belongings.

#1 Bad service from the start. They don't have a live person on the phone with you when they ask you to video your belongings. So, you are left to record the items and submit without being able to explain anything or ask a question. Other companies will have a live person with you as you record with your mobile device.

#2. Be careful b/c their fine print states a minimum weight they will charge you for even if your weight is considerably less. I did notice this upfront and told them I wasn't going to reach their minimum weight and so after going back and forth with at least 3 different sales people they agreed to lower my minimum weight.

#3 deceiving way they estimate. They tell you estimate is based on the weight and mileage of the move. BUT, THEY WON'T BREAK DOWN THOSE COSTS. So, when they lowered my minimum weight, I wanted to know the savings. And b/c you can't get in touch with their people for days -- playing phone tag, by the time your move date comes, you have no other choices to go with another moving company.

#4 The day prior to delivery when I had to ask for my updated invoice for the move, they informed me they made an error on the estimate by estimating from the wrong staring zip code. It's true they did, but instead of charging me from the zip code they made the MISTAKE of using, they told me I had no choice but to pay the NEW AND HIGHER AMOUNT based on my correct Zipcode. When I said that mistake was theirs and should not be passed on to me as the customer, they threatened to put my belongings into storage until I paid. I had no choice and they refused to accept their mistake. What happened to customer service?

So much for paying a premium rate!