

Sequence of Events

Cross Country Move for Dimock – including revisions

On about 4/27/18 I spoke with Tanner at Presidential Van Lines about my cross country move from North Carolina to Phoenix. He gave me an estimate based on the contents in my house and also offered me a discount for being an AARP member. He also told me that the company was about 90% family owned and operated and that they do most of the moves themselves. He also told me that my items would be shipped to Arizona once picked up and that they would be stored in Arizona for up to 30 days. All I had to do was call the warehouse and schedule the items to be delivered, which usually happened within a few days or so. Although that did give me a bit of reassurance, I did not sign a contract with him that day as I was doing more research.

4/29/18 – I signed a contract with Presidential Van Lines

5/28/18 – Presidential Van Lines called to confirm contents for upcoming move. I was also told that I would receive a phone call in the next couple of days as to the exact time of pick up.

5/30/18 – I called Presidential Van Lines and told them that I had a new address for delivery and that I could accept my items on June 10, 2018. They informed me that my move would be completed by State to State NY and that they were still working out the pickup time. This was a little unnerving since I had contracted with Presidential, not State to State. But Presidential assured me that this was a good company and at this point I really had no other choice.

5/31/18 – I was told that my pick up time would be the next day, 6/1/18 between 2pm-6pm. But then I got a call later that morning from the driver telling me that he is in town and can he come by and load up today? We agreed that he would at least come by and wrap my furniture but that everything was not quite ready so loading the truck would have to wait until the next day, as scheduled. We agreed he would come to my house around 3:30pm that day and then back to load the truck at 9am the following day. At around 4pm, he texted me and told me he was not going to come over since it was raining but would be by the next morning at 9am.

6/1/18 – Pete and a helper from State to State NY (S2S) didn't bother showing up until about 10:30am and when they did show up, they were in a BUDGET rental truck. Once Pete looked at my place and saw what I had, he was very quick to say that not everything would fit in the truck. He also said that he was sure I was over the estimated weight and I should consider going to a flat fee for the move. I didn't know what that was, but he kept referencing that throughout the day so I was a little suspicious that this was a scam. But we agreed that he would just continue working and we would evaluate once the truck was loaded. I, of course, was nervous about this but as I had no other options, we plugged along.

They were ill-prepared to get all the furniture wrapped as they didn't use moving blankets on most of my furniture, but instead simply taped my furniture with brown packing tape. And although I had taped all my boxes and bins closed, Pete also said that he would tape my boxes again to ensure that they traveled safely. As they were loading the truck, they were throwing boxes around and as they piled

boxes into the truck, stacks fell and contents fell on the ground. The guys then simply threw the items back in the boxes, did not re-tape, but continued to stack boxes. Overall they were very careless with my belongings.

They and I worked until about 6pm and at this point we knew what would not fit in the BUDGET truck. As a result, I had to rent a trailer to bring my remaining belongings to Arizona. This was yet another huge mess of which I blame S2S for since they did not bring the correct truck or drivers/movers/packers to get the job done adequately.

Additionally, Pete and I talked about the move to Arizona. He stated that my stuff was heading back up to New York, would likely stay on this BUDGET truck, then moved to a cross country truck during the upcoming week to be driven to Arizona to arrive by my move in date of June 10, 2018. I was shocked by this as this was not what I understood to be the process, but once again, I was at their mercy.

So, because Pete was sure I was over the estimated weight, I followed him to the weigh station to see for myself. But I didn't truly see for myself as Pete had the truck weighed, went in to the office, and came back with the weight written on his paper. Once he figured out what the additional cost would be, he called his dispatcher to negotiate a flat fee. And of course, the dispatcher had to go to the owner to get approval on this revised fee. So, once all was said and done, the new fee was almost \$9000, compared to the \$5500 I was originally quoted. And, although they would take into account the deposit I gave to Presidential, it was not really a part of the price they were charging me.

At this point, what was I supposed to do? My belongings were on a BUDGET truck heading back to New York. So, I agreed to the price and they were on their way.

But, another glitch in the process came when I signed the documents. Pete told me that he had left a few sheets of the inventory at my house. When I got home, nothing was left, so I'm not sure where my remaining inventory sheets are at this point. Also, I signed a document called "Understanding Your Delivery Window" which very clearly states that my delivery window starts on 6/10/18 and ends on 6/11/18. But as you can see from my note on this document, after I reminded them of the delivery window document, they then backpedaled and told me that they had 7-14 days from the date promised to deliver my items. Nowhere on this document does it say this and even with this, my items should have been here by, at the latest, 6/25/18.

6/7/18 – I received a call from S2S saying that my check had been returned. I had just looked at my bank account earlier that day and the check did clear a day or so earlier. So I got my bank on a 3 way call with State to State to verify that the check had cleared. Once again, I'm feeling like this whole thing is a big scam.

6/11/18 – Since I had not heard from the movers and my furniture was supposed to be here the day before or today, I called S2S to see when my furniture would be delivered. I was told that the truck was in Kentucky and that they would get a hold of the driver to see when it would be here. I never heard back from the office!

6/12/18 – I called the movers again and they were still waiting on the driver, but estimated by the end of the week. They promised to get back to me when they have more information.

6/14/18 – I still have not heard from S2S so when I called them back, they told me that my stuff was not on the truck as they had said, but was in the warehouse. Eric, at S2S was going to find my stuff since he was not sure whether it was still on the BUDGET truck or loaded into crates. But, he did tell me that my stuff would be loaded onto a cross country truck (that they were waiting for) either over the weekend or by Monday at the latest. So since I did not hear back from him for confirmation, I called customer service and they told me that my stuff was still in the warehouse and that they had 30 days to get me my stuff, covering themselves since, come to find out, they had no idea where my stuff was or when it would get here. They promised me that it would be here by the end of the month, even though I have a signed document stating that I would get delivery by 6/10 or 6/11.

6/25/18 – I called S2S again and was told that my stuff would be delivered by the end of the week and was in transit.

6/26/18 – Guy from Coast to Coast Moving in Arizona had made a cross country trip and ended up in New York. According to him, S2S begged him to take my stuff back with him to the west coast. I know at this point they were scrambling since my items were already late according to not only the Delivery Window document but also with what I had been told by S2S. Guy agreed and his truck was loaded that day. This is interesting because yesterday S2S told me my stuff was already in transit. And, according to Guy, my belongings were thrown all over the place and thrown into his truck very randomly with another customer's belongings. Guy marked my stuff with a different colored sticker but that didn't much matter since our stuff was mixed in together and most of my boxes were smashed, breaking a lot of contents. And, several of my things had been ransacked and things stolen since I received empty containers.

So, Guy travelled to Tennessee that night, I believe, and called me the next day to say he would be here on Thursday 6/28/18. So S2S lied to me, again, about where my belongings were.

6/29/18 – Guy with Coast to Coast came to my house about 1pm saying his guys were right behind him. After almost an hour, 5 guys showed up to unload the truck. I stood at the back of the truck and directed them to where things should go, but noticed that there were quite a few pieces of furniture and boxes that were not mine. So, they put those aside on my lawn for the time being. Additionally, almost every single box was crushed and the tape on the outside was coming off and/or was pulled off. There were also some boxes that had no contents, which quite obviously means that someone went through the boxes and stole my items. Also, every single piece of furniture they unpacked was destroyed. It looks as if everything was thrown from one place to another with absolutely no regard to it being handled with care, as your contract states.

Once the truck was emptied, I looked through the stuff that was on the lawn and told them that only one box was mine. They then proceeded to load all the extra stuff back onto the truck, including my box. I contacted Guy that night and he said he would get the box back to me the next day. With no less than 7 phone calls and texts, I have been promised multiple times that I would get my stuff back. To

date, I still have not received my stuff and Guy will not return my calls and texts. He has been holding onto my box since his workers reloaded it onto his truck on 6/29/18. He keeps promising me I will get the box back, but will not respond to me so at this point, those items are considered stolen.

I have attached the below chart itemizing the damages and estimated costs of those items. I am also including pictures for all the numbered items so you can see the damages.

Reference Number	Item Claimed	Description of Damage	Year Purchased	Replacement Value
1 Cody Bed	Bed Frame/Bookshelf	Brown tape stuck on the wood since moving blanket was not used. Chips and scratches all over the place. Cigarette burn on the mattress. Mattress pad completely ripped and destroyed since mattress was not wrapped AT ALL! Bunkie board cover torn in several places.	September 2017	\$650.00 furniture \$350 mattress \$50 bunkie board Total \$1050
2 Cody Desk	Desk with Hutch	Hutch was attached but now is not attached. Back board is pulled off. One leg is broken off. Can no longer use this desk and the hutch must have been pulled off since it did not come off as designed.	November 2017	Total \$250
3 Denise Bed	Cal King Mattress/Bed Frame	Outer plastic wrap for the mattress was completely ripped therefore many stains are on the mattress. Bed frame is cracked in several places.	August 2016	Total \$1300
4 Denise Desk	Desk with Hutch	Once again, a leg is completely off this	September 2017	Total \$600

		desk. The desk is scratched all over the place. The metal frame is bent. The hutch is completely broken off and the electrical adaptor is bent.		
5 Coffee Table	Coffee Table	Ends are all scratched. There are two places on the top that look warped, kind of like it was sitting in water. Legs are wobbly and the hardware on the legs is bent	January 2018	Total \$85
6 DR Table/Chairs	Dining Room Table and Chairs	One leg is completely bent off from the frame. Table has a few big scratches on the top. Chairs are worn/scratched in several places	September 2017	Total \$450
7 LR Couch/Chairs	Couch, 2 Chairs	These were very poorly wrapped with a moving blanket therefore there are several areas on all 3 pieces that are rubbed off as shown in pictures	August 2014	Total \$3000
8 Doll case	Storybook Doll case	Because this was wrapped very poorly, when I took off the blankets and tape, not only did the tape stick to the wood, taking quite a bit of effort to remove, but also the glass door shattered.	?? –my grandfather made this and it's been in my family for over 75 years	Priceless – I would like reimbursement to get the glass replaced.

9 Shelves and Bookcases	4 folding shelves	The movers were very careless when packing these items. They simply folded the shelves up and wrapped brown tape around them with no moving blanket. Therefore ALL the shelves are scratched and there is a TON of tape residue on all the shelves.	October 2017	Total \$200
10 TV Stand	TV Stand	Tons of scratches and chips on the wood and drawer. The rod that holds the TV is so bent that I can't even use it.	June 2017	Total \$175
11 Office Chair	Desk Chair	Scuffed pretty badly and also there is a rip on the seat side	June 2017	Total \$99
12 Triangle Table	Plant Table	Scratches and chips on all edges of this table	October 2017	Total \$45
13 Raiders Toy Chest	Toy Chest	Scratches and chips all over.	June 2015	Total \$159
14 Toy Chest	Toy Chest	Scratches and chips all over	March 2014	Total \$99
15 Vacuum Cleaners	Vacuum Cleaners	Missing parts for the vacuum cleaners, as shown in pictures	Doesn't matter	Total \$55 This is what I spent to replace the parts and filters that were missing
16 Tool Chest	Tool Chest and Tools	The first picture shows how the toolbox came to me – most of the plastic wrap off. I guess that explains why I am missing some tools.	Doesn't matter	Total \$95 This is what I spent to replace the tools that were stolen

		Complete set of wrenches, most of my pliers, two utility knives, stud finder		
17 Crushed Boxes/Broken Glass	Broken Glass	About 15 of my picture frames were broken during this move, largely due to the condition of the boxes. As I stated earlier, ALL of the boxes were crushed in some fashion, some worse than others.	Doesn't matter	Total \$145
18 Broken Tubs	Broken Tubs	All of these tubs arrived as you see them, crushed and broken. In addition, some things were stolen out of some of them.	September/October 2017	Total \$80 This is the cost to replace the tubs
19 Perfume Stolen	Perfume	As you can see from the picture, I only received one bottle of cologne. I had approximately 15 women's perfumes and 6 men's colognes in this container. The container is broken and there is only one cologne left.	Doesn't matter	Total \$450 This is the cost to replace the perfume
20 Coach Purses Stolen	Coach Purses	As you can see from the first picture, this is how the purses were packed and labelled. Then as you continue on through the pictures, it is very obvious that someone went	Doesn't matter	Replacement Costs as Follows: Coach Black Logo Purse \$350 Coach Small Brown Purse \$185 Coach Brown Logo Purse \$350 Coach Beach Bag \$185 Coach White Logo

		through these tubs and took what they wanted. You can also see that they put items in the wrong tubs (as shown with the PeopleSoft select purse and the small wallets). There is several thousand dollars' worth of items missing from these tubs.		Purse \$245 Small Coach White Purse \$125 Coach Black Backpack \$350 30 Coach Wallets \$600 15 Coach Key Rings \$250 Coach Sunglasses \$95 Total \$2735
Wii	Wii	Complete Wii game console, remotes, games stolen	Doesn't matter	Total \$250
Picture	American Flag Canvas Picture	Missing-stolen	Doesn't matter	Total \$75
Iron/Steamer	Iron/Steamer	Stolen from my front yard by the movers who dropped off my items on 6/28	Doesn't matter	Total \$125
Cleaning Supplies	Cleaning Supplies	Stolen from my front yard by the movers who dropped off my items on 6/28	Doesn't matter	Total \$90
Black Cooler	Black Cooler and smaller insulated coolers	These items never arrived here. There was one large black cooler on wheels with a handle and 6 insulated coolers inside	Doesn't matter	Total \$130
Wedding Band/Earrings	Diamond and Platinum Wedding Band and 1.3 carat Diamond Stud Earrings	These were stolen during the move as they were in with the coach purses etc. They were not marked but were buried in with my purses so someone who took my purses also got the diamonds. My	Doesn't matter	Wedding band \$960 Earrings \$7000 Total \$7960

		husband's wedding band is engraved with our wedding date on it as well, fyi.		
Miscellaneous Missing Items (rev 1 8/20/18)	Bike Rack Wet/Dry Vac Green Machine	Missing/Stolen items	Doesn't matter	Bike rack \$150 Wet/Dry Vac \$75 Green Machine \$125
(rev 2 8/27/18)	Drill Bits Electronic Leveler ¾ " Stud Sensor Watches – 3	Missing/Stolen items	Doesn't matter	Drill bits \$20 Leveler \$20 Stud sensor \$25 Watches \$300

The estimated amount to replace all the items damaged and stolen is close to \$20,000. So not only did this move cost me over \$8800 but now I also have to replace pretty much all the furniture that I paid to have moved to Arizona. In addition, some very expensive purses, jewelry and tools were stolen from my contents as the boxes were mostly returned, but were empty, indicating that someone ransacked my boxes.

Finally, not only is State to State NY the most unprofessional and unorganized group of people I have ever dealt with, I feel the same way about their subcontractor Guy with Coast to Coast. He will not return my phone calls and texts, even though he lives in my town. And I'm really not sure why he feels it necessary to hold onto my belongings. Not sure what good they are going to do for him. And State to State is no better since they DO NOT have a handle on their business as evidenced by the fact that each time I called for an update, I received a different story. Until my items arrived in Arizona, the story was still fabricated. State to State is also very unethical in that they allow someone to ransack my boxes, but yet put them on the truck, empty, to be delivered to me in Arizona. Who does that? I guess someone who needs the items more than me, huh? Congratulations to State to State! They now have thousands of dollars in items that they can sell for additional profit I guess. While I am left feeling very violated!

Thank you for taking the time to read this. I expect that we will be in contact soon with a suggested resolution for my losses.

Sincerely,

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