

September 13, 2015

TO: New Jersey Attorney General's Office

Complaint: ZiptoZip Movers
Order No. 2111327 Date: 9/4/2015
Re: Move to Long Branch, NJ 07740 – 9/12/2015
Renee Moore, Senior citizen
USDOT 1181238
ICC/MC No. 472195

Re: Household effects, missing items and total reimbursement

Dear Sir:

I was scammed by ZiptoZip Movers regarding this move. They intimidated me from the beginning constantly insisting that I sign documents or they can't continue.

Forcing me sign documents and procedures that I and any layman would be totally unfamiliar with. The switched prices and priced gorged. They were given a full inventory, though they did not review the items by sending a representative.

Upon arrival to pick-up, the moving guys presented a 'checklist' that was not a part of the contract and never seen before and then forced to sign it. **The contract estimate was at \$1,375 which the day before was changed by Frank Bartuccci to \$1525 and then the final bill was \$3,367.50.**

They purposely did not pack my furniture first and left packing non-essentials against my will -- then stated, "*you are over your limit do you want us to continue*" Well of course anyone would --your items are still in the one bedroom apartment and they ask a questions that they know people will be forced to say continue when all their belongings are still unloaded.

They are so dishonest they insisted only cash or money order on delivery – I guess to prevent anyone from protesting their sloppy job.

I informed the sales rep at the beginning that I am a senior with fixed income – [I don't have \$3,367.50 even for two months of social security], indicating that I would need my things delivered right away because I would have nowhere to sleep and would be on the floor until the items are delivered.

I have no family and my mother recently died and her house foreclosed on so I was forced to move.

This fact caused no concern for them whatsoever, as time went on – they did not return phone calls and when I finally did have a conversation with a customer service rep named 'Kate' – she

indicated that due to my circumstances they would deliver either Monday or Tuesday [9/7 or 9/8.] They did not.

I made repeated phone calls which were not returned by anyone.

Additionally, they called finally on 9/11 [Friday] and said that they could deliver late in the afternoon if that was OK with me – I gave my consent and they did not show nor call to cancel.

Instead they showed up 9/12,[Saturday] saying they were 15 minutes away, and caused me to get in trouble with property management because no one is allowed to move in on the weekends.

Presently there are missing items and the unloaders walked off with the contract and I was not able to write 'exceptions' on the documents they presented for signature and I do not have a copy. When I called them on it – they said as they walked away *"just call customer service, they will help you."*

One of the movers mentioned that he saw some of my missing items in the warehouse, but made no attempt to obtain them nor indicate that they were going to bring them along the next day.

To date, I am out of \$3,367.50 and do not have all of my belongings, no one returned my call to customer service on 9/12/2015.

Mysteriously, I have the box spring but not the mattress and it is more painful to try to sleep on a box spring than the floor. An expensive bicycle is missing as well as an antique table, given to me by my mother, a Husky tool box with tools and possibly other items; as I have not had an opportunity to make a total assessment of my loss.

To date there remains items in Saratoga that I cannot obtain because they left them and I will have to hire someone else to move or leave behind because they don't fit in my car.

The pain and suffering I have had to go through with these people is immeasurable. I am asking that for at least the return of the cost of the entire move as compensation for the humiliation and pain I have had to endure as a senior and physically handicap with what is now a very painful spine and knees as a result of having to sleep on the floor and now without the mattress, a box spring with metal coils.

I will undoubtedly have medical costs as I obtain medical attention for physical pain caused by this move.

They did not take any of the boxes away nor unwrap anything – just dropped the items and ran out. This was the worse experience of my life especially after the loss of my Mother and home in Saratoga Springs, NY.

I am asking for full reimbursement of costs for this move.

Sincerely,

Renee Moore
157 Seventh Ave, D406
Long Branch, NJ 07740