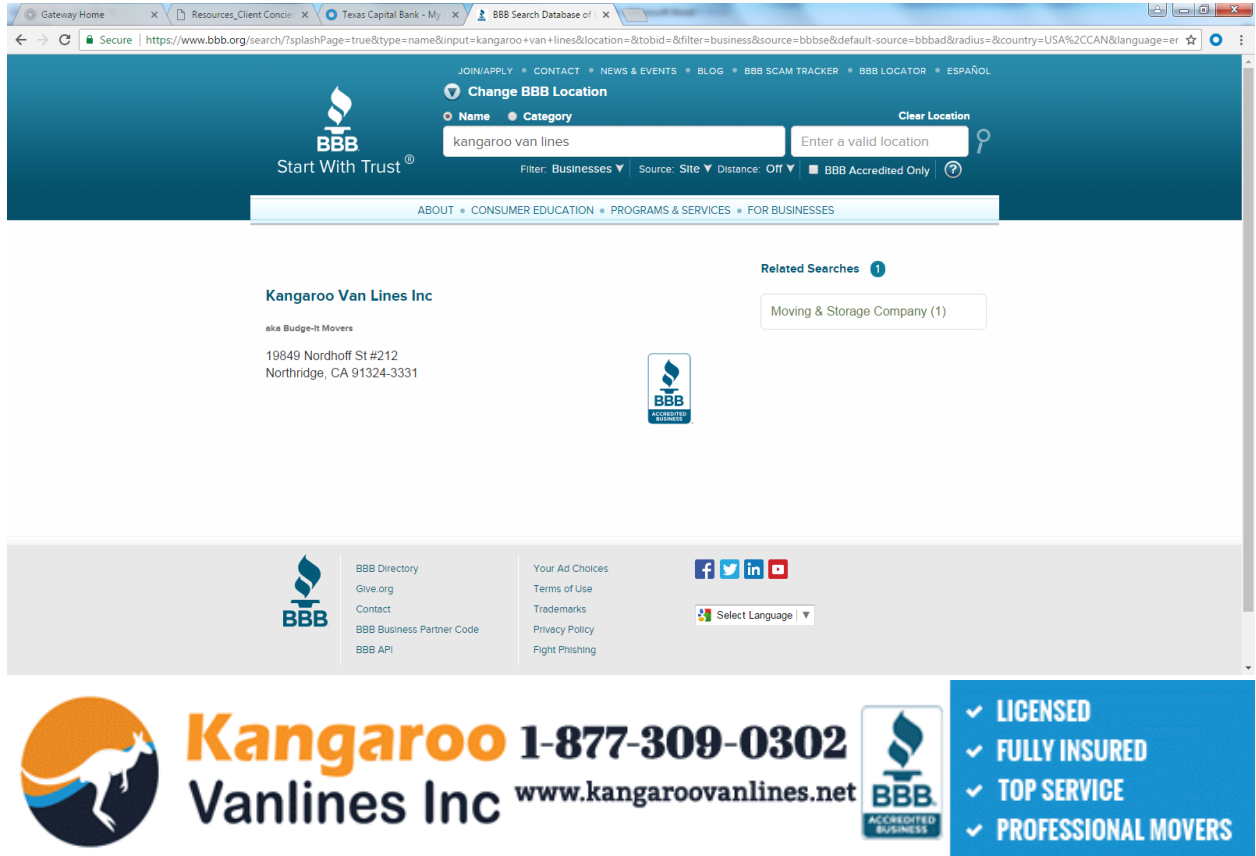


## Problems and issues with Kangaroo Van Lines:

1. You advertise as being a BBB company, but that is not true. I thought maybe you were an interstate company – but after further researching when I started having issues you aren't owned by the same people. That's false advertising and grounds for a law suit.



2. When I called originally, Daniel who I spoke with on the phone stated you were a flat rate moving company. I asked about fees for boxing up items, mattress covers, weight, etc... and was told that was all included in the flat fee. I've asked for copies of the phone call, but have been denied.
3. The original pick up date was to be April 28<sup>th</sup> or 29<sup>th</sup>, so I booked my flights based on those dates. Then I get a call on April 26<sup>th</sup>, that they need to move the date up to April 27<sup>th</sup> as they have 3 in Iowa and don't know if they will have time on Friday for them all. So, I spent an hour lining up a friend to be there, she took time off work and then gets a phone call AFTER she left work they weren't coming that day. They told her they would be there Friday between 7-8 AM because they would spend the night in Des Moines and start with my move first thing in the morning. She lost \$200+ worth of PTO time.
4. When I called to verify times on Friday I was told 8-10AM but it would be early because again, they were so busy with pick-ups that day. I was ready at 7 AM just in case because they had told my friend then. I tried texting the driver of an ETA and got NO response. They finally arrived at 10:00 AM.

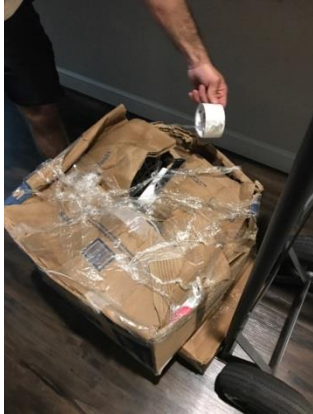
5. After they loaded up my stuff on the truck, I was then told you would need \$487 more dollars because you had more stuff than the estimate. I had sent a very detailed list to Daniel noting how many boxes I had and what sizes, etc... so they should've had a good idea of what I had and one big item I decided not to take and left behind. I had been told to have a money order of \$819, so because I thought they were coming Thursday I had to transfer funds to my friend and she had to waste more of her time going to get it. When they demanded \$487 more, they told me they wouldn't take a credit card. Only cash or money order. I had plans but because they threatened to put my stuff in storage for 30 days, I had no other choice but to go to the bank and get more money in a money order.
6. I was told when they were there on that Friday, that they had a truck coming to Dallas on Monday and my stuff would be at my place between 5-7 pm. So, I left work early to be home to meet them. When I hadn't heard a word I called and then was told that was basically a lie. They don't know why the driver (who I also suspect is the owner) told me that. My stuff would now be there on Wednesday.
7. I get a call/text that my stuff would be there on Wednesday between 10-12. I let them know I had a meeting I could not get out of and the earliest I could be there would be 11. So, then I get a message that they will be there between 12-2. Wednesday morning, I get a text from the driver he'll be there at 11. So once again, I had to change my plans to be there earlier than the last stated time. And, I wasn't at work so I lost out on \$300+ of my contract hour bill time.
8. When they arrived, I was told I owe another \$180 for a long haul. I'd already been told my final balance was \$600, so I had my money order ready. Then once again, they can't take anything but cash or money order and there is NO way I was giving cash to this kind of shady company. So, I had to once again take time out of my schedule to go get a money order. I was threatened if I didn't get the money order, they would put my stuff back on the truck and take it to storage. And it was VERY clearly a threat.
9. I get back from getting my money order and they start to bring the items to my apartment. I ask them to bring my TV first because as tightly as my stuff was crammed in the truck I'm sure it's probably broken or damaged. And THEN I find out that one of the people they hired to unload the truck has walked off and stolen my 65" TV. Later on I find out they hired these 'temp' workers from Craigslist. No background checks, no drivers licenses or social security information on file. They could've been a sex offender as well for all I know and they were just going to allow this person to freely roam about my residence and the entire apartment complex.
10. One of my boxes was so clearly trashed and soaked with something, most everything in it was destroyed. Including over half a year of daily contacts. (\$500 value) And, several items in the box are completely missing. The top half of a jewelry bottle from my deceased grandmother is no longer there.
11. Most of my wardrobe boxes were smashed and all the clothes inside wrinkled and dirty. I used wardrobe boxes to avoid the issue of having wrinkled and dirty clothes. I paid extra money to use wardrobe boxes for that reason.
12. Some of my furniture items were chipped or damaged. I've attached pictures for reference, and this isn't even pictures of everything.



Guy in reds shorts stole my TV



One of my smashed wardrobe boxes.



This box was completely soaked and this is how they retaped it.



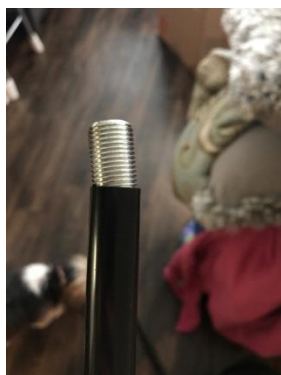
All the stuff inside just thrown in and soaking wet.



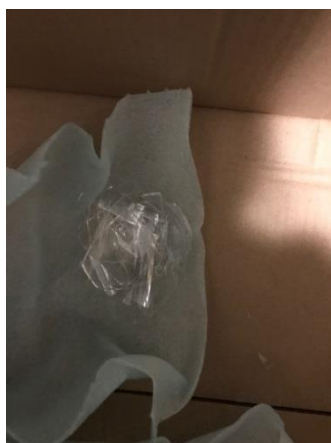
My contacts completely soaked and ruined.



Furniture piece chipped, this was one side. The other is chipped also.



The post on my lamp that is now so bent I can't put the lamp back together.



One of my wine glasses completely crushed.