

To whom this may concern:

Move date: August 5, 2016

The time was moved on us from the initial agreed upon time of 9am, it changed to 2pm and then I was called and asked to change it to 12 noon. I called to make sure there was no confusion and was told that the move would be at 2pm. Well, they were 20 minutes late showing up, I waited along the main street to help guide them in and they just passed me up. I called them and gave them correction changes. Now for the rest of the facts.

I served over 30 years of active duty military in the ground transportation career field. As a former commercial driver and career transporter, I wished I could still physically do my skill set but due to service connected disabilities I now must rely on businesses like yours.

With that said, this was without a doubt the worse and unprofessional move for my wife and I ever. I say this after working with professional moves that have move our household goods worldwide to/from places like Japan, Germany, Korea, Hawaii, Iraq/Kuwait, Charleston SC, St Louis, Abilene TX and many other locations. Well you get the measurement of comparison here.

We provided a detailed list of what was to be moved and even reduced that list by moving many of the lighter items before the scheduled move. The total amount to be paid was expected to be \$419 with a requirement to pay \$100 down immediately. I was told that \$319 would be due at the completion of the move and must be in cash unless I was willing to pay an additional service charge for using a credit card.

The moving team included a driver that had been on the job only four days and the other two had even less time. Don't get me wrong, they worked hard but they did not work smart. Their inexperience and failure to arrive with all the required equipment and supplies made the move tougher for the movers and took much longer costing me much more than was expected. In other words it took twice as long to do the move. Because of my experience we really did make this a dream move for anyone doing the labor. They failed to show up with enough wraps and tie-downs to properly protect the furniture. When they finally got everything loaded with the assistance from my wife, they began their journey of 16 miles to our new single level home with a huge front entrance door. They chose to back the Budget lease truck they were driving into the driving and eliminated the front entrance as their primary entry. The lift was positioned directly at the garage entrance and the offload began with a few near mishaps. This was certainly a great OSHA example of what NOT to do. Again, they worked hard but they were not properly trained to do the job and and took many safety risks along the way. This caused the move to take much longer on both ends of the move.

By the way, before they offloaded they told me I would need a total of \$698 in cash instead of the agreed upon \$319 balance. Wow! Just do the math and it's easy to see that the total move process is seriously broken and I was to pay for that broke process. Who has that kind of cash when you are only expecting to pay \$319. Yes, I had to borrow the funds from my VA disability pay to take care of the doubled charges. Why? Because the supervisor's boss was on the line and told his guys to not offload the truck unless I came up with the additional funds. This sounds like a dream case for the legal community for sure.

What was damaged? They destroyed a wooden 60" credenza TV stand worth about \$399, deep scratches in the top surface of our Ashley Furniture foot-board, deep gouge and scratches in one of the Ashley night stands, a rip in a leather recliner worth about \$499 and a couple other items. All this had been documented on the moving teams discrepancies and insurance forms for damages. This all happened on August 5th and we have yet to hear from anyone.

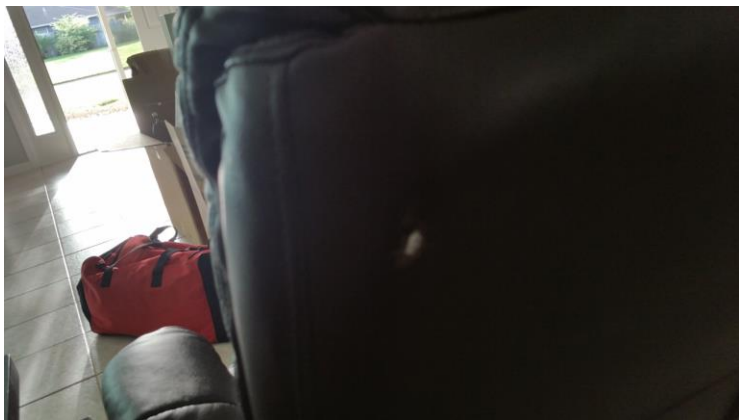
We will give it a couple more days and then we will go to plan B with the legal team and the BBB.



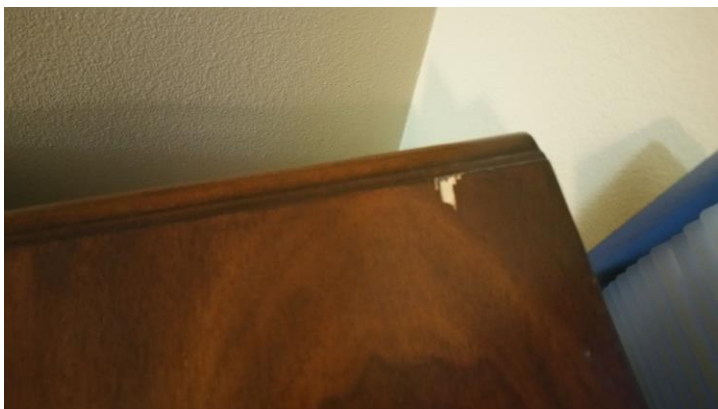
**TV Stand with two unrepairable broken legs**



**Different view of the 60" TV stand credenza**



**Hole/Tear in a leather recliner**



**Large gouge in night stand**



**Scraped dresser on recently painted doorway where they chose to enter the laundry room instead of the front door.**



**Gouges and scratched to the foot-board**