

I made the mistake of choosing Top Notch Movers for a recent move from Stuart to Fort Lauderdale. I chose Top Notch because of their high ratings and competitive price. I coordinated the move for last Thursday between 10 am and 12 pm. I verified the date and time the day before the move which Top Notch confirmed. On the day of the move, I received a call from a representative that the pick up would be closer to 12 pm because they are "adding another stop". The movers didn't show up until 2:10 pm. By the time they finished loading the truck, it was 3:40 which meant they would be stuck in rush hour traffic on the way to Fort Lauderdale. The movers arrived at 6:30 pm due to rush hour traffic. Before they would off load the truck, Andre, one of the movers, required that I pay. I had no issue however they added on "extra charges". I was originally quoted \$595 for the move. Top Notch Movers extras added up to a total of \$964.59 which included an additional 3% charge for credit card use that was never mentioned before and buried in their contract! It is illegal in the state of Florida to charge additional fees for the use of a credit card. When I complained, I was told the additional charges were due to rush hour traffic and I would have to speak to Francine, a company representative, the next day if I wanted a credit. When the mover sensed my frustration, he credited \$119. Did he realize that they were wrong? If the movers did not take on additional job, they would have arrived on time and not encountered rush hour traffic. The credit, however, is not enough to compensate for the discrepancy in the quote. Our \$595 move ended up costing \$900. Top Notch they're not. I would strongly recommend to stay away from Top Notch Movers and choose someone else.