

Apartment-America relocation and moving services Allen TX

A neighbor recommended this company because they had just used them. We used them for packing our belongings they did not drive the truck so they were not responsible for pickup and delivery. They were moving locally we were moving out of state. They did not pack like I would expect a professional company to pack for a long distance move. There were things in the drawer of an end table from a Bedroom that were left in the drawer. A professional packer would either pack the items in a box or stuff packing paper in the drawer in order to keep the items in place...they did neither. The same cabinet had some brand new pretty nasty scratches on the top right side that were obviously fresh. Two (2) lamps were packed in boxes too short and a hole was torn into the lid and the top of the lamp was sticking out. One lamp made it intact the other one was broken. All the lamps were packed with the light bulbs still in them....I have never seen a professional mover do that! When we unloaded a chest at the new property the top drawer faceplate fell off, literally it has to be reassembled. There were liquids that were packed in cardboard boxes and not put in any kind of plastic to line the box. Professional movers would either line the box or refuse to move those items because you risk the liquid soaking through a box onto furniture. There were various new scratches and dents on some of the furniture. There was a ceramic item that was split in two because it had not been wrapped at all. There were glass items with lids that were wrapped with the lids still on them, they were not separated to avoid breakage. There was a student lamp in a box with both shades and the light bulbs still in the lamp. The inside shade was broken the outside shade escaped the same fate because it had shifted out of the way (but still wrapped in the same blanket). The metal (brass) ring that holds the outside shade was broken in 3 points and dangling by one point that had not broken. I have photographs of all of these items after the move, in the condition it was in when it came out of the box! We have tried to call the mover to talk about this experience but he has not returned our phone calls. The really bad news is the we haven't finished unpacking!