

Notice of Damages

Peter Schupska and Carlyn Smith
2401 Coventry Rd
Cleveland Heights, Ohio 44118
May 29, 2017

Schea Van Lines
939 Chester
Birmingham, Michigan 48009

Dear Cameron and Schea Van Lines:

We are writing to you regarding the damages that occurred during our move from Columbus, Ohio to Cleveland, Ohio and the interim storage of our belongings from May 20, 2017 until May 27, 2017.

During the move out of our home in Columbus, our items were not shrink-wrapped by the staff; but were covered with blankets to our satisfaction – contingent on the promise that they would be properly covered and shrink-wrapped during the unloading process into the storage facility. We were also promised photographs of the unloaded items, which I never received.

While minor damage during a long distance move is to be expected, the attached photographs are far beyond any reasonable expectation for service provided by a professional moving company. The appearance of the truck, and the treatment of our property is nothing short of negligence. I cannot help but feel that had our property simply been wrapped as promised in the attached sales images; a significant portion of this damage would not have occurred.

Furthermore, the boxes that were packed in the truck appeared to have been dropped and improperly handled, based on the significant dents, collapses and tears in the cardboard. Suffice it to say, I hope this is beyond the damage consistent with your handling procedures. Again, upon opening the boxes, the damage to our property continued. The added pleasure has been the discovery of multiple cockroaches in our belongings.

The most egregious personal violation was the discovery that our property had been rummaged through. We found items from latched bins scattered about the truck, purses and personal property turned inside out and searched and jewelry boxes had been ripped apart.

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I ask you, personally and professionally, if this was *your* property and *your* family – how would you react? Your business is entrusted with people's property, emotions and lives and the utter failure to deliver on that trust is sickening.

I hope we can reach an agreeable and speedy resolution; however, we will not hesitate pursue legal action if we are not able to arrive at an appropriate level of compensation. Please find attached an itemized summary of the damaged property, value and supporting photographs of each piece.

Feel free to contact me at your convenience.

Respectfully,

Peter Schupska and Carlyn Smith

517-712-6364