

On 3/26/21, CJ from Altherton & Sons Moving & Storage (Franchise of Wheaton World Wide Moving) came to the home to give us a quote to move our almost 6000 square foot home belongings in Manchester, CT to Booneville, MS. We were supplied a quote on 3/30/21 for \$9,700 based on an estimated weight (16,400 lbs).

On 4/18/21 we locked in the dates of closings (CT and MS) and relayed this to CJ to lock in the pick up on 5/20/21 in CT with delivery in MS on 5/24. We were assured this would be done with a 53' tractor trailer.

On 5/20/21 Altherton representatives arrived at our home in CT at 9 a.m. in two 20' trailers. Around 4/4:30 p.m. they ran out of room and had to rent another 20' truck. At this point we were told that they would be unloading the three trucks into another truck (53') in the morning to go to MS. The multiple handlings of our home belongings was not discussed nor was it mentioned in the contract.

On Monday 5/24/21 we received a call from CJ from Altherton & Sons informing us that our home belongings were in his warehouse and there wasn't a truck and/or driver available to deliver to MS. And he did not have an ETA. He suggested we call Wheaton ourselves to try to resolve this issue as he is just a franchise of the company. The contact he supplied was that of a Lisa Smith. We left multiple messages and called countless times to no avail. When we were able to speak to her she gave us a date of 6/5/21 for delivery (16 days after pick up and 12 days after agreed upon date at time of contract).

Picture if you will buying a home 1200 miles away from your previous home and not having a chair to sit in, a bed to sleep in, a means to cook let alone anything to eat the food with (plates, utensils, cups, etc), a way to shower (no curtains, liners, etc.) for almost 2 weeks. We only had 5 days worth of clothes.

On 6/2 we were emailed not called to inform us that our belongings were being loaded.

On 6/3 we were informed that not all of our belongings made it onto the truck. Our belongings were not the only load on the truck. In spite of the delay of almost 2 weeks they had not prioritized our delivery. We were informed that approximately 85% of our load had made it onto the truck. At this time we received an email from CJ requesting payment in full less that minimal compensation offered by the company. After minimal compensation from the company we informed them that we would only be willing to pay 85% of total charge until remaining load was received, this was a charge of \$6,586.74.

On 6/4 we reached out to Karen Carson who is Lisa Smith's superior. This was after contacting CJ and being told we should call Lisa Smith and trying to contact her all day again to no avail. Karen was unable to resolve the issue.

Our 85% (which based on second load was found to be an inaccurate account of what was left behind) arrived on 6/5. Many of the boxes in compromised condition and a number of large items damaged or missing parts needed to assemble. For example a \$2,500 roll top desk that was taken out of our home in CT in 2 pieces that came in completed disassembled, no hardware and roll top feature jammed and unable to be opened fully. A \$3,000 hutch that has doors that no longer close properly, and was "shimmed" by delivery team with cardboard scraps. The same hutch was less shelves as they did not arrive in this load making it inoperable on all accounts. That 85% did not contain shower curtains/towels, pots, pans, dishes, silverware, bed linens, etc., etc.. We later found out why as there were over 80 cartons left off the shipment.

For the following week 6/7-6/11 we were in contact with Karen 6/7 and back to Lisa every day there after. We were originally given a date of 7/7 for the remaining items. To which we refused to accept such a long time frame. By 6/11 we were told 6/19 for delivery of the remaining items. We had spoken to Chief Officer Todd and tried to implore him to sympathize on a personal level the countless items that we have had to purchase that we already own. To understand that this company not only breached the contract but have disrupted and put undue financial, physical and emotional stress where it was not necessary. There has been zero care and concern for my family and the results of Wheaton's actions, no matter what approach we took to try to get them to resolve the matter quickly.

On 6/16 we were informed our belongings had been loaded onto a truck, but that they could not guarantee a date. Again we were told 5/19 on the 11th, and then were told it could be the 19th, 20th or 21st. They were unsure.

6/20, Father's Day we received the additional 15% of our belongings. This equaled 88 total boxes. This was likely closer to 25% than 15%. Most of the boxes were damaged so severely that we feared the worst and in most cases we were 100% correct in doing so. Boxes with dishes were rattling with broken pieces before entering the house. Simply the boxes had been handled 6 times and stacked at least that many times if not more, and cardboard boxes do not have the ability to withstand that much abuse.

To summarize, contract date of pick up was 5/20/21 with a final acceptable day of delivery 5/26/21. Final delivery received 32 days after pick up and 25 days after last acceptable date of delivery per the contract.