

&lt; (954) 900-5940



Richard, do you have a rough eta for when the truck will be here today?

- Alex Herndon  
2080 wythe drive

8:18 AM

If they came tomorrow early would there be any way they could be done by 1100 am? I have everything ready to go in the garage now

10:27 AM



I am working on it!

10:28 AM

10:28 AM

10-4



Thank you for the latitude

10:28 AM

how do you think its looking for tom am? We just got to uhaul now and will go ahead and book some trucks if it's not looking good

11:17 AM



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We booked the Uhaul. You can cancel [tomorrow](#)

2:46 PM



What?? We have a truck in route to you for pick up [tomorrow](#) morning

3:07 PM



Your scheduled pick up is for [tomorrow](#) between 9 to 11. It can NOT be cancelled. We are complying with all your request I don't understand?

3:34 PM

I didnt hear anything from you, had to get the uhaul. House has to be empty by 11 so it wouldnt work

4:15 PM

My request was to move out on the 29th

4:17 PM



Even if we went off the initial quote we requested a 2 day window for pick up. The 29th or the 30th. Specific time restrictions were never



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our agreed original dates.  
[Today](#) you requested a last  
minute morning pick up for



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4:27 PM, Jun 29



Even if we went off the initial quote we requested a 2 day window for pick up. The 29th or the 30th. Specific time restrictions were never discussed. We are within our agreed original dates. Today you requested a last minute morning pick up for tomorrow. Which we are going to do that too. We have made all the arrangements within our contractual obligations to you. And now you're cancelling. So I will let my dispatch know to cancel the truck. I will tell you that your deposit will be non refundable.



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Me



4:41 PM, Jun 29

First quote had the correct pickup date as the 29th.

We had a two day window for delivery of the 30th/1st. You and I even discussed this in detail of how that would work out nicely because we were closing tomorrow on the 30th.

Then you even said on the phone today, "How did that happen "when looking over the paper work. Because you realized it was wrong.

I then tell you today that we can work it out as long as the movers are out of here by 11 am tomorrow and we can still deliver on the first. You then say again let me work on that.

I didnt hear back from you until now at 4:00 that we had a truck coming and if we could hit an early time window, so I had to make other arrangements in order to be out of the house before closing.



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4:54 PM, Jun 29

Alex just so we're clear all of our reservations have a 2 day pick window. It's our policy. Originally we had pick up for the 29th or 30th with a delivery of July 1st. Then it was switched to the 30th and the 1st. Which I'm not sure why...I spoke to you and I explained to you that they were working out the morning slot for tomorrow but had not given the specific time. These types of matters take some time to confirm with the driver, routes, traffic etc. I'm giving you information in real time as best I can. We can be there tomorrow



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4:41 PM



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View all



4:54 PM



Between 9 and 11 I can stress to the crew if they can be there even earlier if possible

4:55 PM

I need to follow through with the cancel, almost have it all loaded up

5:14 PM



ok

5:23 PM

