

## Letter I

February 11, 2021

American Standard Moving & Storage  
150 E Palmetto Park Road, Suite 800  
Boca Raton, FL 33432

*RE: S6289619, Move from 92128 to 85742, 10x20 Storage Unit*

Dear American Standard Moving & Storage,

When I initially called all vendors, I explained I had a 10x20 storage unit to be moved from 92128 to 85742. The rep noted all furniture I had in storage, and told me he added extra boxes to ensure all would be smooth.

I selected your company based on your representative, Brian and a fair price to move of \$2,190. First movers showed up, tripled the quote. Second movers showed up, over twice doubled my initial quote.

While I appreciate the effort of your customer service people who went out of their way to make this work, Rachel and Amy, my experience has been dreadful... getting my calls returned, been hung up on, waited endlessly on hold and frankly this experience been brutal.

I have spent almost \$100 out of pocket to have these movers met to no avail. I have had to pay the entire month of February's storage \$314 as this quote was apparently very far off target.

I am a widow. Had the estimate been near \$5000, I would have found another way to make this move. I am asking that you refund the initial deposit for \$1,080 immediately, back to card ending in 6888. I will be sharing my experience, and hope for a pleasant resolution. If this remains unresolved by the 19<sup>th</sup> of February 2021, I will begin legal proceedings starting with the department of transportation.

## Letter II

February 24, 2021

American Standard Moving & Storage  
150 E Palmetto Park Road, Suite 800  
Boca Raton, FL 33432

*RE: S6289619, Move from 92128 to 85742, 10x20 Storage Unit*

Dear American Standard Moving & Storage,

My letter dated February 11, 2021 sent via email and certified USPS mail depicting my nightmarish experience with your company was never answered. My letter called for resolution by February 19.

I have yet to receive a refund for my initial deposit for the above move that never took place. The two movers who came out tried to charge me 2 and 3 times the amount of your quote, which I received from Brian at your company.

I will begin proceedings today, beginning with the US Department of Transportation, and the Federal Motor Carrier Safety Administration, combined with reports to the BBB, PissedConsumer, Ripoff Report, Yelp, Google and any other places I find pertinent to reflect my story and experience with your company.

This entire experience has been terribly disappointing, emotionally draining and financially a burden. Thankfully there are government agencies to maintain standards of companies who try to swindle customers.