

DO NOT DO NOT DO NOT DO NOT USE; SCAM AND HORRIBLE ALL THE WAY THROUGH. PLEASE DO NOT GO THROUGH WHAT I HAD TO

Where do I begin; Doing online research, I ended up going with a company called Priority Vanlines. Everything seems to be going smooth and they send over a reasonable proposal. I spoke with someone and gave them ALL of the items in my move so that I can get an accurate quote. We spoke about move-out dates and they give you a three day window and then from there will let you know 24 hours in advance of the final date and time (reasonable I think) Little did I know, this company is a broker; so they basically require you to pay their brokerage fee which was about \$900 and then they hire out the cheapest actual moving service company they can. Now the original proposal they sent me; grand total was about \$2500 this was including the first \$900 payment, so I should have only had about \$1600 remaining, some of which is paid on move out and the last portion on move in. Originally my move out date from Chicago; I was given a three day window Nov 5th-Nov 7th. So I planned accordingly, they then called me 24 hours in advance to tell me I would be moved out on Friday 11/6. Again, I planned accordingly, and I needed to be out of my apartment and buy a flight to Michigan while inbetween apartments. Called me on Thursday night to tell me they cant get there on friday but they will be there saturday, again not a problem, I booked my flight on Saturday afternoon so saturday morning was fine. They called me again Friday Night around 8pm to notify me that not only could they not move me on saturday and it was now on Sunday (Outside of the 3 day window they gave me originally) BUT ALSO that I would be charged another roughly \$2k based on the items that I had to be moved. I gave the moving company a full list of my items and was quoted around \$2200. The moving company RELO LLC said that the quote that priority vanlines (The broker) gave me just wasnt accurate and theres nothing they could do about it. So not only did they change it 3 times, causing me to pay for and switch my flight to the following day BUT they also are going to charge me that much more. I have no choice but to move, so I really don't have any other option, I started throwing things away that I didn't "Need" in order to cut that cost down. When i finally get moved out, it actually goes relatively smooth with no issues, the actual movers were both very nice. I spoke to the movers as well as someone (their manager) on the phone about my move in date in Florida. I asked if its possible to be moved in November 20th. They said yes, no problem. So I again schedule my flights accordingly, a few days before my flight i havent heard from them so i call to verify, they tell me oh no, we wont be able to get you in by then. This goes on back and forth for about a month. Mind you I need to be in florida Dec 1st for a new job and to move in to my apartment. I call often, about any updates and they can never give me any information and get frustrate with me for my continued calls. They did tell me that my stuff was being stored in Deerfield, FL (not far from where I live) I asked them if I can just rent a UHAUL and come and get it myself; I understand that probably not possible but I wanted to try. The guy told me he couldn't make that decision and had to speak with his manager. I asked if I could speak with a manager (every time I asked, he was "in a meeting" so I asked for his phone number, he said he couldn't give it to me. I said ok, well can you have him call me back. His exact response was "Yes, but there is no guarantee he will call you back" How is that an acceptable answer??? As the holidays near I call and ask for some specifics as I am trying to plan holiday travel, they again give me nothing and only tell me that they will call and give me 24 hours notice. I tell them that I am going to be traveling the weekend of Dec 18-20th and returning Monday morning 12/21. On saturday night at 8pm I get a call saying that they are going to be delivering my stuff on sunday morning from 8-10am which is 12 hours in advance. I ask them if they can hold off until monday morning as i am out of town and i told them this. They told me if i want to do that, they will charge me for a re-scheduling fee, they will charge me to re-store my belongings, and also

I will not be able to get moved in for another month or so when they can re-assign. So i paid for and changed my flight again for 6am on sunday morning to get back in time. When the movers arrived they tried to tell me i need to pay extra for an "elevator fee" i live on the 2nd floor of a apartment building there is a freight elevator that they pulled the truck right up to and my apartment is quite literally 10 steps from the freight elevator. Also i moved out of the 24th floor of my apartment in chicago and there was ZERO mention of this elevator fee. I basically tell them that I am not paying it so they act as if they are doing me a favor by not charging me. At the time of delivery, I owe them about \$450 in cash. The movers tell me they CANNOT even open the truck until I give them the cash and also sign the agreement that their management emailed me. In that agreement; a section of what I am signing states that all of my furniture and belongings are there and are in good condition. Again I ask them to open the truck so that i can see it before i sign the agreement, because at this point, i dont trust any of them. He again tells me they cannot open it without the payment and the signature, so i very reluctantly sign and give them the cash, because what choice do i have? When they do open the truck, there is trash and junk all over the truck, they even ask if they can dump some of it in my dumpster of my building. The move in goes relatively smooth again, but I have furniture that has been damaged and a few boxes/bags missing. I have photos of the damage done as well. They also tried to give me multiple items that are not mine, i tell them its not my stuff so they take it back down. I am assuming thats what happened with my missing stuff at another move. They tell me when they store the items they get mixed up because it is different people doing it at different times and it gets mixed up? Fantastic! I am going to write the BBB as well as every single review site that I can possibly find in the hopes that it prevents even 1 person from not hiring these companies. I wouldnt even put in a claim if this was at all a reasonable process because the damage and the items damaged/missing/broken were not any big ticket items, but at this point I am fed up. I felt the whole time that I was being scammed, by both companies; once Priority Vanlines had my initial brokerage fee, they didn't care or help me with anything from there. Also the quote they gave me was literally HALF of the cost that the movers quoted me, for the same exact items. When I called them to ask for help, they were zero help and basically said tough luck. Again, I HAVE to move, so what choice did I have? Once they have your stuff, your basically being held hostage and no one can ever give you any information whatsoever. I moved out of Chicago on November 8th and did not get my stuff in florida until Dec 20th.