

STAY CLEAR OF CLUTTER

I have never written a negative review or filed a complaint with any agency regarding a business; however, this experience was beyond anything I could have imagined. When Clutter came to pick up my items almost 2 years ago, they did an excellent job. I was so impressed I referred several people to them. I requested certain items a few times and they delivered them on time and without any problems.

In January 2020 I requested that all of my belongings be returned to me. One of the two men that delivered the items went from being very kind and helpful to extremely rude and somewhat abusive within a moments time. I asked them to place the boxes against a wall with the labels showing so I would know what was in each box. Obviously, that was too much to ask as there were boxes everywhere.

He was going to leave my Chattam & Wells (\$6000 to replace) mattress, box spring and frame against the wall which was wrapped in heavy duty plastic. I asked him to please place them on the frame for me and I thought he was going to lose it, telling me they do not do that. Seriously? I am a disabled senior.

When they left, the first thing I wanted to do was make the bed. I was mortified to find dust and filth covering the entire mattress as well as black marks and holes in the box spring, which they packed. The brand-new carpet in the bedroom was tracked with black footprints, several collector items were broken, the armoire was majorly scratched and the crown molding was broken (\$2000 to replace). An irreplaceable Antique Glass and Metal Industrial Pendant Light Fixtures 24 x 24, (from, I think, The Brown Derby or somewhere similar no longer in business) which they packed was destroyed. Inside of probably 25% of the sealed boxes was disgusting dust and filth. The exterior of all the boxes were covered in filth. Among other items, I am missing a steam cleaner which they said was delivered and which was not, or I guess the steam cleaner decided to walk out of my place on its own.

Clutter had/has no regard for my belongings, neglected to provide clean, safe storage and hires incompetent people with a complete lack of customer service.

For all of this I was reimbursed \$1106 which is completely unacceptable as this was due to their negligence and substandard storage facility.