

Feb 3 – original quote for 1000lbs came to a total of \$1010

March 27- asked for an updated quote at 3000lbs to be on the safe side. Came to a total of 1885 lbs. in email response she wrote that the quote includes all fuel, labor, mileage, room to room service, blanket wrapping

March 30 - **Will the rates change if they are not able to get a truck and trailer in? As I said before it is rural. The driveway is not that long but they will not be wanting to carry stuff up it and I am not sure there will be room for a 53' truck and trailer.**

Thank you for your email.

In this case our truck is unable to get within 100 feet to the main entrance then a long carry fee would be applicable or we may have to arrange for shuttle service. Would you be able to send us a photo of your driveway or provide the pick-up address?

If you have any further questions please do not hesitate to contact me.

I look forward to hearing from you again soon!

Provided photo of driveway along with delivery address as asked for.

It will either be a 24' or 28' truck used for the pick-up, therefore I do not anticipate any issues with this. In the case a long carry fee is applicable this is dependent on the size of your shipment and the distance from the truck to your home. (Did not inform me long haul carry fee is a minimum of \$250 - even if shipment is not that large plus cost of shuttle truck

Sent \$400 deposit along with information required to book.

April 13 – Was sent a spreadsheet to fill out – weight came back very high so I asked if I could do it once I had a more accurate inventory of items. She said it would not be an issue. She judged my weight at 4340lbs with an updated price of \$2581.80

April 14 – Sent a list of possible additional charges - nothing out of the ordinary

May 8 – I sent updated inventory list. She replied saying that she estimated my move to be 2000 lbs with another new quote of \$1365.

May 9 - We will be able to provide you with your total balance in advance of the delivery date so you can prepare a method of payment.

From the date of the departure (Not from the pick up date), from the origin province dispatch, it will take approximately 5 – 12 days to arrive to our local dispatch in Calgary, AB and this is only the transit time, not including delivery. Once the goods arrive and are available for your delivery, we will call to arrange a delivery on our next available date to your new home.

Once the delivery date is set you will be called the day prior to confirm your delivery address and how you will be handling the payment. Once the movers arrive at your destination, we will collect payment and then offload into your new home.

May 15 – I was away for the weekend, they called for an updated inventory list which had not changed from the last one. They are now saying the minimum weight charge is 4730 lbs with a price tag of \$2784.60

I called and said I did not agree with the charges and to stop at 3000lbs as it was not in the budget to pay for that much. I also sent an email. They claim they did not receive it until after the truck had already picked up my items, I asked for an actual scale receipt and they would not provide me with one since my items were under the minimum weight.

May 21 – Got an email with the total for \$2637.23

Now saying they will provide one days notice before arrival of items. Also stating that they do not charge for 5 steps leading up to home. At pickup they said there would be a \$125 charge for stairs unless we tipped them \$20 each which we did so \$60 total.

I explained to them that I am a high risk pregnancy with multiple appointments a week that I cannot miss so I asked for more than a days notice if possible. I got the response that they would do the best they could

May 22 – Was told departure from Quebec of the truck was scheduled closer to the 26 of may and it would take approx 5-10 business days once the truck departed and would go to Calgary first. Said lets touch base at the end of next week.

May 29 – I receive a phone call saying they will be here Sunday – this leaves me no time to get to the bank for payment. I arrange to send two e-transfers since I have a limit on what I can send in a day. We booked off Monday to go away for the weekend, had to come home early as they would not let me reschedule for another day. The only option was 3pm-9pm on Sunday for delivery, I again ask what size of truck will be coming as I am not sure a large one will fit. If that is the case we will need to arrange for a shuttle truck to which I responded I would not pay for that because we were told a 24-28ft truck would be coming, He said he had not heard of that before but that he was looking at the map and did not see any issues with the truck being able to get in.

May 31 – They arrive about 5:30pm. They say they are unable to back the truck up the driveway. They go call the dispatch who then calls me and asks how I want to proceed. She gives me two options 1) Have it sent down to Calgary warehouse and arrange shuttle from there. 2) we would normally arrange shuttle but because of the time and it being a Sunday we aren't able to do that. She asks if I have a friend or family member with a trailer I can borrow. I said if that's the case we have a flat deck, we can load it onto there and bring it up that way. She then asks me how I would like to pay for the additional charges? She said they were since the driver would have to unload the items twice. So even though it was my trailer I would have to pay 5 cents a pound – but a minimum of \$250 which nobody ever mentioned a minimum. I told her I wasn't going to as a shuttle should have been arranged since I told them the truck would not fit. She said they were never made aware of this. I read both sides of the email to her and she said that is fine but it doesn't help us right now. So I told her to just leave it on the trailer at the end of the driveway and I guess we would figure it out from there. We take the trailer down and the mover starts placing things on the ground beside the trailer. He refuses to put them on the trailer as dispatch said they should just put them on the ground. We asked them to call dispatch back (she called me from a private number so I didn't know how to reach her). They kept refusing until finally the driver called her. She called me back a few minutes later stating she asked them to put the items on the trailer. They started putting things on the trailer but left the items that were already on the ground there and refused to help move them onto the trailer. My dad and brother showed up to help my husband with the heavy items (I am 7 months pregnant and can't be moving heavy appliances). So instead of room to room service that we paid for I received room to trailer and truck boxes. I should also mention it was pouring rain during this ordeal.

June 1- Asked for a receipt since I have not been provided with any paper work.

Received invoice – they charged an extra \$108 for a warehouse fee which I was never informed of

During both pickup and delivery they did not follow any covid protocols at all. No social distancing, no masks, refused to sanitize, no gloves nothing.

