



## File a Complaint

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution.

### Your complaint details:

**First name:** Daniel

**Last name:** Wood

**Email:** thedeedoo@gmail.com

**Phone:** 9083589206

**Street address:** 7035 S East Lake Blvd

**State:** WI

**City:** Lake Nebagamon

**Zip:** 54849

**Country:** USA

**Description of complaint:**

This company operates on the quintessential definition of bait and switch. They gave me a quote for \$7K, which I knew could go up. They then raised it to \$9K, which was fine, and loaded all my furniture (breaking and damaging a significant portion of my items). Upon arrival, they refused to unload my property unless I paid them a total of \$22K \*\*IN CASH\*\*!!! They literally held my furniture and clothing hostage and I felt stuck and helpless. I asked to speak with supervisors but they declined and just hung up on me, telling me to pay the ransom or lose my entire household of property. I understand the moving is not an exact science, but it is beyond disingenuous to quote 1/3 of what the final cost is, especially when I had an employee walk through my home and measure all the items and told me it would only be \$9K after the phone estimate of \$7K. If they had told me, I would not have used this company, which they know,

Bentley Moving & Storage Corp.

📍 425 Helena Ct,  
Aurora, CO 80011-9035

☎️ [\(855\) 558-8433](tel:(855)558-8433)

If you have any questions or concerns, please contact the BBB assigned to your complaint:

**BBB Great West + Pacific**

📍 1120 S. Rackham Way  
Suite 300  
Meridian, ID 83642



☎️ [\(208\) 342-4649](tel:(208)342-4649)

Continued on next Page

hence the lie. It is immoral, unethical, and should be illegal to take advantage of customers this way. This was absolutely a bait-and-switch scheme and they charged my entire life savings as ransom. I need to be made whole, especially with the amount of damage, and I am seeking a refund of half of what I paid, which I feel is still MORE than fair, given they told me it would be \$9K after doing a full in-person assessment and that it will cost me thousands to replace or repair what they damaged with neglect and carelessness. Additionally, they lied about it being employees moving me; the crew was hired off Craigslist with zero experience and it absolutely shows. Promising services and prices that were then rescinded are fraud. If needed I have the estimate I signed in person as well as photos of damaged items.

**Desired settlement:**

Billing adjustment

**Money paid to business:**

22000

**Does your complaint involve a health issue?:**

No

- I have read and agree to the Complaint Submission Terms.
- I authorize the business to communicate with BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable: (a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt
- I consent to the collection, use, and disclosure of my personal information in accordance with the BBB Privacy Policy, which I have read and understand.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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