All my items moved from Irving Texas to Omaha Nebraska were not all delivered. Problem Date: 09/21/2019 Purchase Date: 08/20/2019 Job number: GE538191 us dot: 29524GE53819190 mc: 999676 mover register #: TX007075543C Sales Rep: Kristen Hernandez--972-666-7916 Certified Relocation Specialist Geo Van Lines LLC (877) 877-4347 Ext. 104 [kristen@geovanlines.com](mailto:kristen@geovanlines.com) [http://www.GeoVanLines.com](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.GeoVanLines.com&d=DwMFaQ&c=Cu5g146wZdoqVuKpTNsYHeFX_rg6kWhlkLF8Eft-wwo&r=j7fT2F3tsTESkFNu8sv3VKhqAvmJnvD_HGC76lCJ3CY&m=MSx3skMgV5QKH-g7xE5HpW-CMVm_qmgI_CRMhzSXAyE&s=qja45gD-desQstNfNzJK6ncYNLdp5rD8K2r4RVmIQiY&e=) Payment $1445.00 Deposit: $50.00--credit card--08/20/2019 Pick payment: $900.00--credit card--08/30/2019 Cash (Walmart to Walmart): 495.00--09/21/19

When the movers picked up my items from Irving TX the inventory reads as followed: 3-piece sofa sectional 5-chairs 1-table 1-tv, i had to purchase a box 2-dressers 1-headboard (including 2-side rails) 1-footboard 1 box spring 1-mattress 1-night stand -I am missing a pair of shoes that were still in the box. I am missing the night stand. I am missing the middle piece to my 3 piece sectional. I am missing the side rails that wholes my bed together. I have been communicating with Enrrique (Rick) Lopez; Dispatch Manager: 972-763-6632, whom took my call on Monday 09/23/2019. He stated that he will check the warehouse and w/the drivers whom delivered my items. No call back. On Tuesday 09/24/19, I called Rick's Mang. Jake, whom appeared to be upset that some of my items were missing. Jake did a conference call w/Rick. Rick stated no items found in warehouse. Jake informed Rick to call the drivers and to move on this now. Jake stated this is the 3rd person this month that has had items come up missing. Jake wanted to know if photos were sent, me and Rick stated yes. No call back. No call back on Wed. Thursday, I called Rick. No answer. I decided to call Jack, no answer and voicemail is full. I called the main office and spoke w/a young lady, when asked to speak w/ Jake, she became rude. I disconnected the call. Rick called me back. Rick stated he is busy and have not had the time to contact the driver and he is in and out of the office. I sent him a text message to inform I expect to hear from someone. Rick texted back and he understand and to bear with him. As soon as he get to the office he will reach out to me. No call. I called him back, he stated give him a few more days, as he is working outside of the office and moving furniture. At this point I feel like I will not get a respond. This is the reason for my complaint. I really would love to have my items back in my possession.