

123 University Ave.
Bozeman, MT 59715

September 6, 2020

U-Haul Moving & Storage
815 N 7th Ave,
Bozeman, MT 59715

Dear Customer Service,

Moving is said to be one of the most stressful events in a person's life. On Friday, August 14, I picked up a moving truck to assist my journey back to Bozeman. After my arrival, I unloaded all of my belongings and everything had been going as planned. Fortunately, no unseen bumps in the road, that is, until I went to return the moving truck.

Upon completing the necessary checklist before the vehicle could be officially returned, the assistant noted that I had exceeded the allocated number of miles for my trip. I immediately began calculating the numbers myself, this had to have been a mistake. I drove from point A to point B; and I did not drive anywhere else.

Google Maps suggests that my drive from Hailey, Idaho to Bozeman, Montana should take approximately 320 miles. My trip had been allocated for 370 miles, a completely reasonable number. Upon drop-off, I was informed that I drove a total of 410 miles. I knew that the assistant whom I was dealing with was not the appropriate person to dispute my claim. He was simply there to document the condition of the vehicle. Thus, I accepted the \$35.00 charge without confrontation and went home with a feeling that I had been slighted.

Moving back to school I had a lot on my mind, a very stressful situation to say the least. I would have had no complaints about the experience if it were not for this. I plan to utilize your services in the future, but as a first-time customer of U-Haul, it would give me peace of mind to get this resolved. Please feel free to contact me at (123) 123-1234 for any further questions.

Sincerely,

River B. Kelly, Valued Customer