Midland Van Lines Time line

**January 27th** – called Midland Van Lines to get initial quote, told the sales associate I already had a 16ft PODS and was running out of space, he assured me that they will be able to fit everything. Was given estimate for $3864. Told they emailed the estimate, never received the estimate via email. Signed the estimate via text message only, but no paper copy was ever received

Paid deposit 1288.33 via Zelle + Chase account. Upon inquiring to pay with credit card, the vendor informed they only accept payments through Zelle or cheque.

**February 2nd –** Spoke to Talyn (Dispatch Manager at Midland) via phone call. Realized that based on the cubic feet that the salesperson did not give me the right sizing that I asked for. Spoke to her to discuss about what can be done, and to cancel if possible. Cancelling option was not given. She assured me that they would work with me to get close to the price as possible.

**February 4th –** Drivers showed up, went through everything that needs to be loaded from the house, and from the pods. On the day of moving, the drivers informed me the actual cost would be $7200 which was a price increase of XXX %+$3336, which I did not agree to at the time of the quote. This last-minute change of pricing on the day of moving was a clear show of bad faith. I was quoted completely incorrectly.

Called Talyn the dispatch manger again who assured me she could get me a better discount.

After 3 hours, I also then was called by Midland Van lines to discuss the issue that happened for misquoting, and me never receiving the estimate.

The manger on the phone I spoke to was Russell Cox, very unprofessional, who repeatedly told me that I don’t know how a moving company works. Russell Cox finally sends me the estimate via email after I asked 4 times to be send this estimate. Russel Cox repeatedly told me that it was my email, but after I got mad and told him I’m going to cancel this he finally sends it and I received it.

Cesar negotiated the price down to 5220 still much higher than what I was quoted but went with that quote because I had no other option.

2,000 Paid by Check 4622 2/04

Was told by Cesar that the truck would leave today and that I should get my stuff between 4-10 days. Which would mean latest 4/14

2/18 Furniture was delivered, my clothing bags where all ripped open, I had numerous stolen items, all of my furniture was broken, or dinged. Was told by the delivers that I have time to do a claim, and they would take care of it.

$2000 paid by Zelle on 2/18

Call Log

**1/27** Original Reached out for quote 1/27 –800-813 – 5655

**1/29** Called again asking for Estimate via Email

**1/30** Got a Call from Cesar Ocho the driver, spoke to him to discuss the issue of getting the wrong quote, and asking to get it cancelled. Was told he cannot do anything. –720-226-1825

**1/30** Called Main Office to discuss the issue, no good answer was given and was told I can’t cancel it without losing my deposit and I have to wait for a call from dispatch

1/31 Call with Cesar again to discuss the issue with the quote

2/1 Spoke to Talyn on the phone, she assured me that I didn’t have to cancel and that I will be getting everything fit for close to my quote as I was given.

2/1 Second call with Talyn, as she said previous, she would talk to the main office about the issue

2/2 Call with Talyn to discuss the issue further, no resolution

2/2 Call with Main office to discuss the issue for the wrong quote and the stuff wont be fitting, and money I am loosing due to them misquoting me. I already had a PODS that was filled.

2/4 Call with main office – as I was priced and additional 2 ,000+ to get everything moved.

2/6 – Called to See if truck already left – was told they have no information whre my stuff currently is. Numerous times asked for getting status updates , which I never received.

2/7 – Called was told it was moved to a location removed from original truck. Never was told that they would shift it from one truck to another. The customer service rep told me that obviously I do not know how the trucking business worked, and I obviously never moved before in my life, otherwise I would know this is how moves are done

2/10 – Called again, truck finally has left, and was told it should probably arrive within 4 days.

2/11 Called again, asking what the update is, where they are, and was told that they don’t know where it is. Very unfriendly, when I asked for a status update. Eventhough I asked them to give me daily update

2/12 – Called again, was told they don’t know where the truck is

2/13 –Called again—for an update 🡪 vendor declined to provide an update

2/15 –Called again – again, no update

2/17 – called again – again, no update

2/16 Received a call from Vadim Upkhonov 347-439-6454 and was told that the truck is ready and will be there in two days. Truck came from Maine to New York which made no sense

2/18 Vadim Called again and the truck showed up with most of my bags ripped open and most of the furniture was broken completely or damaged.

3/3 – Called Main Office to get the instructions what to do for an insurance claim. Was told a detailed email needs to be given with photos, and the insurance department will reach out after

3/10 – sent email to [office@midlandvanlines.com](mailto:office@midlandvanlines.com) with detailed description and photos

3/14 – Called main office back, to check the status, was told by customer service my request never was processed, and that he processed it to the insurance department, and that he would give me a call back on the same day to follow up. Never received a follow up call

3/15 Called back to ask why I didn’t get a follow up call, was told that’s not how they do insurance claims and that I need to fill out an insurance claim for. Was told that they send it to my email, did not receive it.

3/17 Called back again, asking to get the claim form send out again, was told that they send it again, checked my email no form was received in any folder of my email

3/25 called again to get form send, was told it was sent, I told them didn’t receive it, was told it was my email not their fault

4/12 Called again, complained that I didn’t get the form still eventhough calling in numerous times. Was told that it was my email fault, not there’s. Threatened that I would involve a lawyer, finally received the form.

* Misquoting me and then increasing the price to 50% is bad practice, especially when you are the one moving and need the stuff moved.
* Making me wait 3 hours before anything was moved is unacceptable and for the company to think that it is ok to increase this much
* All the broken items, if I knew they would of broken it I would of never moved it in the first place, my POD would have been enough space. At this point with them breaking all my furniture and the extra space I was charged , has cost me double the amount at this point.
* Bad communication, was told it would arrive at my destination at a certain time, and then received the stuff after the 10 day promised timeframe.
* Rude behavior when calling, told they would call me back and never called me back. Constantly must follow up on my own, without getting any call backs, constantly asking for emails to be send but when threatening further actions is the only time they truly send me the information that should have been send in the first place
* Damage claim- called numerous times every time someone told me something different had to happen for the claim, part of me thinks that with the 60 day time frame for making a claim, they told me different answers every time so the 60 days would be exceeded. Not sending the proper emails when asked, seemed like they were prolonging the process.
* Bags were broken into, boxes clearly was mishandled so bad that they were ripped open. Everything fragile was bubble wrapped but even with the bubble wrap the box was ripped open.