

February 25, 2021

Attn: Safeway Moving Systems

RE: Quote #5899423 / Erika

I spoke with Joe and received an estimate to move my items, it was a very small load and he quoted me at \$3099.25 for 256 cf. I gave him a very detailed list of items, a couple of things I actually ended up not moving.

All of this totaled \$3099.25. I paid my deposit and was told they would be calling me within 24-48 hours of when they would arrive to pick up my belongings. They did not, I had to call and find that out myself. I was given a window of time from 9:30-11:30 on 12/30 and that the driver would call me 30 minutes out. He did not! He called me when he was in my neighborhood because he couldn't find my address, and I was not even home. I head over there to meet the driver; he says I have way more cubic feet than was on my quote. I immediately call Joe and text him about how could this happen, I gave an exact very detailed list of what I was shipping, and I also knew that I had elected a "not to exceed cost" price, - per my contract "the total cost will not exceed the estimated amount; provided, however that customer provides Safeway moving system LLC with an accurate description of the items to be moved and the services to be performed." I have my quote and I have my list from the movers that came to pick up the stuff and it matches 100%. However, the movers gave me a new total of \$4347.25. That is a huge difference of \$1248. Again, I immediately addressed this discrepancy with Joe, and he said he had no idea how that happened and would pass it on to operations. Which of course no one ever contacted me about, I followed up with emails and texts as well. I had no choice but to pay that difference when the movers are in my house as I had to get on the road to my destination.

I had originally told the company I would be ready to receive my items by 1/4/2021. I was told my belongings would be delivered within 10-21 days and that I would get a call when they were 48 hours out to give me a window for delivery. I called around the 3rd week of January to try and get an update. I was told I would get a call back and that technically they had until 2/4 which is 30 days because they don't count weekends, etc.. If this was true, it would be here no later than 2/4. When 2/4 comes and I still have not heard anything. I call in again and talk to Julian and he explains that my stuff is still in Oregon, it hasn't even left yet! This means for 30 days it has been sitting in storage.

AVERAGE LONG-DISTANCE DELIVERY TIME FRAMES

Destination	*Estimated Delivery Time	Legally allowed up to
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0-500 Miles	1-7 days	21 business days
501-1000 Miles	2-11 days	21 business days
1001-1500 Miles	3-14 days	21 business days
1501-3300 Miles	4-21 days	30 business days

8. The carrier who is responsible for picking up and delivering the household goods of the customer has up to 30 business days to deliver the household goods of the customer. if goods are not delivered within 30 business days than the carrier is responsible for any and all late fees due to customer, regulated by the d.o.t.

18. If at any time Safeway moving system gives a guarantee delivery date and the company is unable to deliver to date for unforeseen reason, the customer will be reimbursed \$30.00 per day until items are delivered. the customer agrees and understands that we are not a carrier and are not liable for things in transit. once the contract is signed by the assigned carrier, all reimbursements further than the daily allowance of \$30.00 from Safeway moving system will be pursued by the customer to the carrier. all lawsuits, reviews, and dot complaints must be filed

The company never let me know that there was a delay or anything. Julian let me know that he had been told by dispatch that they would be loading it in the next 2-3 days and he would call me Monday with an update. Monday came and went, no call from Julian. Tuesday, I called in and talked to a lady in customer service. She told me she would have to look into it and call me back. I got a call a little bit later from dispatch and he informed me my stuff had left and would be delivered in 5-7 days, that i would get a call when they were 24 hours out. 7 days comes and goes with no call. I call dispatch and they said it would be Thursday (9 days) and that i would get a call when they were 24 hours out with a delivery window. Dispatch also told me a story about a 53-foot tractor-trailer not being able to fit on our street. Which meant they had to go get a smaller truck, again at a significant additional cost of \$350.00. This is not true as I have seen big trucks down here making deliveries, I have a picture of one from that day actually if you need it. I was told that this had to be paid for in cash, making me concerned that this was a scam. The cash had to be presented before they would deliver my furnishings or even open the truck to confirm they were in fact, mine. This is very unnerving to say the least to hand someone a ton of cash, without even seeing if the truck had my stuff in it, all of it, or damaged etc.. Anyway, Thursday came and went, I asked again for an update and now was told Friday or Saturday. Friday nothing happened, so I sent a message asking for an update again. I was told

between 5-8pm Saturday (2/20) for delivery. Around 7:30pm or so I get a message that they are running behind and now would be between 8:30-9:30pm. The drivers call at 8:54pm and say they are 10 minutes out, about 40 minutes later they arrived. That part was pretty smooth, decent guys unloading, and they were quick. I looked as everything was unloaded and it all looked ok, and they left about 10:30pm. Due to the super late time when they delivered everything, I did not want them to assemble the bed frame which is part of what I paid for also, taking the bed apart and putting it back together at the destination.

This estimate includes the following:

- ***Disassembly of all standard furniture required for safe movement.***
- ***Reassembly for all items disassembled by the movers on the day of pick-up.***

Because of this I did not notice until the next morning that what I saw was bed slats brought in was the only part of my daughter's bed they delivered. The entire frame is missing. I messaged the guys that delivered it to see if it got left in the truck, and it hadn't. I called Monday and asked to file a claim for the frame and everything else for \$, and was told by end of the day I would have a form emailed to me, which of course I did not. I called again yesterday and asked for a form, and was told by end of day I would have it - I did not. I have now sent an email, and am waiting for a response or for the form to file the claim.

I have calculated that I am due a refund of the difference in what I paid compared to my estimate, plus the cost of the bed frame, plus the 30.00 a day for each day they were late, considering it took you 53 days to make the move I made in 6. That total is \$2218.00.

This has been the most horrible experience moving I have ever had. I have moved across the country and back 3 times now and never had anything like this or even close happen. I also want to add that I had hired another company before choosing Safeway. That company scammed me out of my deposit and never showed. I contacted Joe and he was so nice and helpful and I was very skeptical of hiring another company. As soon as I signed the contract it went downhill, very disappointing especially after talking with Joe and him knowing about my other experience.