

November 25, 2020

Mr. Michael Goldman
Chief Operating Officer
Global Moving and Storage
2303 W. Morehead St., Suite 200
Charlotte, NC 28208

Dear Mr. Goldman:

My nephew and I arranged for the move of my elderly sister from Charlotte to Minneapolis at the end of September. When we investigated movers, we were impressed with Global's responsiveness, apparent clear answers and flexibility, and web site.

Unfortunately the experience of the move was, in a word, horrible. It is hard for me to believe that this would meet your own standards. To summarize:

We had a date set for the items to be picked up in NC. They called the night before to say they would not come that day. We rescheduled for two days later. On that day they showed up 5 hours late - so the packing lasted late into the night.

They packed several fragile things *very badly* (as we were later to discover - see pictures attached). They also forgot to pack a stand up lamp. When we reminded them at the end of the move that they should pack it, they said it was too big and could not fit in the truck. It got left behind, sadly in NC. I've never heard of a professional mover saying at 11 pm, "We forgot, good luck to you getting that to your destination." And of course the reason we asked you to do the packing of fragile items is that your team are supposed to be experts at doing that.

On the day of the delivery, the foreman had a copy of the inventory - I attach here a picture of that. He never referred to it as he loaded items into the apartment... as you can see it is basically illegible. So there may well have been items that were never delivered which we have not discovered.

When we unpacked on the night and subsequent days after the move, we found many damaged items. Those are illustrated in the attached. In most cases, you could see that they had wrapped very fragile items in nothing more than paper and tape. We also are sure they lost or failed to deliver a glass coffee table top and 2 vacuum cleaners.

In addition to these failures, our experience working with your customer service department has been really bad. No apology, no acknowledgement that this was an unusually bad performance, simply taking a long time to respond and basically saying "Fill out this form."

First and foremost, we want Global to own up to their performance on this job. I have worked with many movers in my life and never had an experience this bad. And this is an elderly woman whose memories were in part lost simply due to sloppiness on your team's part.

Second, we want Global to offer a fair settlement for the damage. In their calculations so far your Customer Service group has simply ignored the items that are missing altogether, and made silly assumptions like the idea that a TV cart that only has 3 wheels merely has cosmetic damage.

Note that on the “Household Goods Descriptive Inventory” attached, the delivering driver noted in the “Remarks/Exceptions” field the items that were noted as missing or damaged immediately upon delivery. Many others were discovered as the boxes were opened.

While we acknowledge that Global's insurance only covers items by weight, I would like you to consider that the degree of sloppiness in this move was extraordinary, and that you have an extra responsibility to make this right.

I am trying NOT to go on a campaign to put consumer complaints about Global in the various places that people look to find movers, and complain to industry regulators etc. That is not our style. But I ask you to look into this as a responsible business leader and propose a decent resolution.

Sincerely,