

COMPLAINT ACTIVITY REPORT Case # 19013345**Better Business Bureau of Arkansas, Inc**

Consumer Info: Jones, Jennifer
202 Morningside Dr.
Austin, AR 72007-9725
- 501 605-1613

Business Info: A-1 Razorback Moving Company
6500 Holt Rd
North Little Rock, AR 72117-3609
501 945-3338

Location Involved: (Same as above)

Consumer's Original Complaint :

Please see attachment "Case Received by BBB" to view the consumer complaint.

Consumer's Desired Resolution:

1. Acknowledge they screwed up in being late and not coming prepared with the proper moving materials (i.e., blanket, tools, etc.)2. Acknowledge the workers acted very unprofessional in taking too many smoking breaks, stealing drinks from our refrigerator, sticking their head in our sink, dripping water all over our brand new wood floors, and treating us like we were stupid when we questioned the bill and asked about damage to our property.3. Compensate us for the damage to our property and for having to put up with all of the unprofessional actions listed above. The scratches/dents will always be there. You can cover them up with a pen (like we have done on some), but they will never be in the condition they were before this move. The china plate and glasses cannot be replaced, they were antiques/family heirlooms. We have already had the couch repaired, along with the desk. And one piece of the desk cannot be repaired. I think it is fair of us to ask for compensation of \$250 for the damage and the rudeness.

BBB Processing

09/09/2008 judr **BBB** Case Received by BBB
09/09/2008 judr **BBB** Case Reviewed by BBB - Member
09/09/2008 Otto **EMAIL** Send Acknowledgement to Consumer - Member
09/09/2008 Otto **EMAIL** Notify Business of Dispute - Member
09/10/2008 WEB **BBB** RECEIVE BUSINESS RESPONSE : Contact Phone: 501-945-3338

We did the move for Mrs. Jones August the 4th. And resolved her issues that day. We compensated her with a credit on her bill the day of the move with the amount she asked for. Now over a month later she comes back wanting more?

09/10/2008 judr **EMAIL** Forward Business response to Consumer
09/10/2008 **BBB** MORE INFO RECEIVED FROM THE CONSUMER : I called the day of the move to discuss a few damaged items and never received a call back. I tried to talk with the worked about it, but again, he wouldn't give us a straight answer and acted as if he didn't care a bit about our stuff or the way they treated us.

The \$100 compensation that was taken off the bill was strictly for the desk (as noted on receipt). No other damages were discussed. I was waiting for a call back from the manager about the rest. We can see now that never happened.

I have called twice more since the move and yet again never received a call back. Several other items weren't found to be broken or damaged until we unpacked them and it has taken us this past month to get everything unpacked and put away. I have two small children and a job, so everything couldn't be done all at once, soon after the move.

The more we found damaged and broken, the more upset I became. Since no calls were being returned, this was my next option.
09/10/2008 WEB **BBB** BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

I don't accept this response because I don't feel it is a response at all. They didn't address any of the issues we had and made no attempt to even admit their wrongdoings. Yes, they did compensate us with a credit on our bill - but that was strictly for the damage to the desk. No other issues were or have been discussed because the manager/owner refused to return my calls.

I also feel that their "response" is also unprofessional. Does it matter how long it has been? It takes time to unpack the hundreds of boxes and get a house put back together. And they know I have not been happy. Someone has been taking and receiving messages from me, so this should come as no surprise to them.

09/11/2008 judr **EMAIL** Forward Consumer Rebuttal to Business
09/22/2008 Otto **BBB** No Response from Business to Consumer Info
09/23/2008 judr **BBB** RECEIVED BUSINESS FOLLOW-UP RESPONSE / REQ'D INFO. : From: a1 razorback (mailto:a1razorbackmoving@yahoo.com)

Sent: Monday, September 22, 2008 12:45 PM

To: Judy Rokovich

Subject: Case# 19013345

1. Consumer asks us to acknowledge we "screwed up in being late". Well we did have truck problems that day which made us late, but we were still able to complete her job. A lot of companies would have just made her reschedule. But in order to keep our customers happy we try everything we can to get it done. We normally have Peterbilt of Little Rock do our repairs but unfortunately they would not be able to work on the truck until the next day. So we ended up spending double on the repair just so we could move Mrs. Jones that day and not inconvenience her by rescheduling.

2. All of our trucks are equipped with all of the professional moving materials needed to complete a job.

3. I can't acknowledge that the workers took too many smoke breaks. There were not complaints of smoke breaks the day of the move. If there had been we would have taken break time off the bill.

4. I asked the men about taking drinks from the refrigerator and they said they didn't take anything that was not offered to them. It is pretty common for customers to offer the men drinks. But once again this issue was not mentioned the day of move.

5. It is stated clearly on the contract that we can not take responsibility for boxes that we did not pack.

6. I feel that we have compensated well above what was needed. She had 4 men for the price of 3 which was a 200.00 dollar savings and a free truck which was 100.00 dollars. She also had a credit of \$100.00 to her bill for the desk. The desk was the only issue at the time and that was resolved. All other articles were signed recieved in good condition.

09/23/2008 judr **EMAIL** Forward Business' Second Response to Consumer

09/23/2008 **WEB** **BBB** RECEIVED CONSUMER'S FOLLOW-UP RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

1. When they called to let us know they would be late, they did not mention anything about their truck being broken down. They just said they would be an hour late. The next two times, we called them only to be told they were "unloading" a truck. It took two more hours for them to get to us. It doesn't matter who their mechanic is or how much they had to spend to fix their truck, it should have been communicated more clearly and we might have understood more.

2. I asked the men specifically if they had blankets and tools. They said they didn't have anything. So, the truck was NOT equipped as stated above and we witnessed our furniture being put in the truck without any protection whatsoever. No tools were provided. My husband's tools were used to disassemble the furniture.

3. I would have told the company about the smoke breaks had my phone call been returned. Like I have said previously, I called on the day of the move, before the movers left. I left a message and it was never returned. It would have been discussed had I received the call back. I did not feel it was appropriate to talk to the movers there because of their attitudes about other things we did say. I am the customer and I don't think it is my responsibility to hound the company to call me back. They are the professionals, they should act like it.

4. WATER was offered to the men. They declined. Later, we walked into the kitchen to find them with the refrigerator door open and getting two cans of coke out. And again, it would have been mentioned on the day of the move, HAD I RECEIVED A CALL BACK!

5. I understand you cannot take responsibility with boxes you did not pack. But when asked to be careful and observant as to what the box says, I don't think that it is too much to ask from PROFESSIONAL MOVERS! If they were truly professional, they would have acted as such.

6. We have not been compensated "well and above what was needed". The difference between a 4 man team and a 3 man team IS NOT \$200 - it was only \$78. You can see this clearly on the bill. Our original balance was \$1,090.00 for 4 men. The new 3 men balance was \$1,002.00, which was lowered to \$900.00 after the discussion about the broken desk. I would not consider us getting a "free truck" - we just ended up getting what we asked for in the first place. It is not my fault they had problems. If that had been communicated clearly, we might not be in the situation we are in now. Yes, all articles were signed as "received in Good Condition" but nothing had been unpacked or even looked over clearly. It was late. The men were getting ruder by the minute and we were just ready for it to all be over. I was also WAITING FOR A RETURN PHONE CALL! Several items had been found to be broken and I stated as such on the message I left and that I wanted to discuss this with the manager or the person in charge. And yet, no call was returned. And again, I did not feel comfortable or deem it appropriate to discuss this with the men who were at my house.

There is a reason we hired this company. They market themselves as "Professional Movers." I would only expect them to act as such. Our belongings were not treated with the care you would expect from professionals. We had used this company before and saw how true professionals act and care for your belongings as you move. This was the reason we used them again. The first round was wonderful! The second was a disaster. And maybe, if we hadn't used them before, we wouldn't be here now. I wouldn't have had something to compare it too. But I do, and I know it could have been way better. The first time they moved us, there wasn't a scratch on anything! NOTHING WAS BROKEN! And they had the tools necessary to move us. What happened to this company between March and August?

And I find it curious to see that they did not comment or mention anything about their worker (the man in charge of the move) who stuck his head in our bathroom sink, got water all over the bathroom and then proceeded to drip the water all over our brand new wood floors. This was appalling and very unprofessional. This alone is inexcusable and I think deserves to be addressed. No one paid me to clean up after his mess. I should never have been put in the position to clean up after him.

A professional is defined as a skilled practitioner or an expert. Our experience with this company clearly shows that this company is in no way an expert in moving. If they were, they would have taken more care in concerns their customers have. They would have returned phone calls, especially if they know there are issues to discuss. They would have communicated clearly if there was a problem in meeting the customers needs. They could have told us up front on the phone they were sending a two man team and a smaller truck, but would send another truck later. The men didn't know anything about what we had requested when they got to our apartment.

Professional movers...that is what we hired. That is what we expected. IT IS NOT WHAT WE RECEIVED.

09/24/2008 **marg** **BBB** OFFER ARBITRATION SERVICES - DISPUTE UNRESOLVED : Please contact Mary Kaye Garcia, Director Dispute Resolution Services with any questions about the arbitration process. Phone: 501-664-4888 x102. Email: marykayeg@bbbarkansas.org.

09/24/2008 **marg** **EMAIL** Send Offer to Arbitrate to Member

09/24/2008 **Otto** **EMAIL** Send Offer to Arbitrate to M Consumer

09/29/2008 **marg** **BBB** MORE INFO RECEIVED FROM THE CONSUMER : We have chosen NOT to enter into arbitration. You can let A-1 Razorback Moving Company know that we will see to it that people know how unprofessional their business is. We'll share our experiences with the public and tell of their unwillingness to even admit wrongdoings. Then the public can make up their own mind as to use their business or not. At least they will be educated as to how their workers act and treat the customer and their belongings.

Thank you for your help in trying to get this matter settled. I'm sorry the company wasn't more cooperative and eager to make sure their customers are 100% satisfied. I guess they weren't honest when they said, "In order to keep our customers happy, we try everything we can." I guess that doesn't include returning phone calls either...

If you need the note signed, please let me know and I will get it sent to you via mail.

09/30/2008 **marg** **BBB** Consumer declines offer to arbitrate

09/30/2008 **marg** **BBB** BUREAU JUDGED CASE AJR : The consumer has declined the offer to utilize arbitration as a method to resolve this dispute, bringing an end to the BBB dispute resolution process. Because both parties must agree to arbitrate, the process cannot continue should the business have notified the BBB of their willingness to participate. This complaint will now be closed.

09/30/2008 **Otto** **EMAIL** Inform Consumer - Case ADMINISTRATIVELY CLOSED

09/30/2008 **Otto** **EMAIL** Inform Business - Case ADMINISTRATIVELY CLOSED

09/30/2008 **Otto** **BBB** Case ADMINISTRATIVELY CLOSED