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21-1144-TR-CSS

The Docketing Division of
re: The Public Utilities Commission of
Ohio

NAME

(614) 466-0313

FAX NUMBER

FROM: Mei-Ling Liber

NAME

(850) 459-1779

PHONE NUMBER

DATE:

11/03/2021

TIME

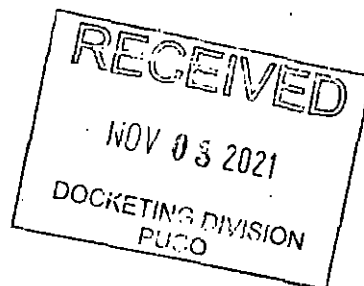
PAGES:

41

INCLUDING COVER SHEET

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COMMENTS:



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Ohio

**Public Utilities
Commission**

www.PUCO.ohio.gov
(800) 686-PUCO (7826)



Public Utilities Commission

00702860

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

21-1144-TR-CSS

Formal Complaint Form

Mei-Ling Liber

Customer Name (Please Print)

7911 William Grove

Customer Address

San Antonio

City

TX

State

78254

Zip

Against

8098019

Account Number

3048 Taylor Ave

Customer Service Address (if different from above)

All My Sons Moving & Storage

Utility Company Name

Cincinnati

City

OH

State

45220

Zip

Please describe your complaint. (Attach additional sheets if necessary)

Attachment 1 - Household Goods Bill of Lading/ Freight Bill and Estimate for Services

Attachment 2 - Email from Leona Maroney 08_03_2021

Attachment 3 - Federal Motor Carrier Safety Administration (FMCSA) Estimating Charges (Subpart D). Accessed from: <https://www.fmcsa.dot.gov/protect-your-move/how-to/subpartD#How%20must%20my%20mover%20estimate%20charges%20under%20the%20regulations>

Attachment 4 - Rule 4901 2-19-08 - Ohio Administrative Code Ohio Laws. Accessed from: <https://codes.ohio.gov/ohio-administrative-code/rule-4901:2-19-08>

Attachment 5 - FMCSA Rights-and-Responsibilities-2013

Attachment 6 - Acknowledgment of Move Completion, Delivery Receipt & Itemize of Charges

Attachment 7 - Pictures of Remaining Boxes, 05_27_2021

Attachment 8 - BBB Complaint All My Sons

This complaint is against All My Sons Moving & Storage (3010 Harris Ave, Cincinnati, OH 45212). I was a customer of All My Sons on 05/27/2021, when they were supposed to move my household goods from my old residence at 3048 Taylor Ave., Cincinnati, OH 45220 into a storage unit located at 4725 Madison Rd, Cincinnati, OH 45227.

I am filing this formal complaint based on All My Sons' unwillingness to credit me for excessive moving hours, an unfinished job, and most of all their business practices that are inconsistent with FMCSA Regulation and Ohio Administrative Code 4901:2-19-08D, which states that "all moving companies must provide an estimate that includes the total estimated cost for the shipment." All My Sons failed to provide me with a total estimate for the shipment conducted on 05/27/2021, which I

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will explain in detail in paragraph 5. Furthermore, the initial estimates provided on 04/24/2021 and 05/27/2021 were **not reasonable** – they were not within 110% of the actual moving expenses on moving day. FMCSA Regulation requires that for non-binding estimates that **“every collect-on-delivery shipper must have available 110 percent of the estimate at the time of delivery.”**

On 04/24/2021, I spoke to Mr. Tray Goodwin from All My Sons Moving & Storage and requested a quote for my move on 05/27/2021. He stated that local moves are charged by the hour and asked me about the size of my residence. I told him that I had a two-bedroom, two-story house with a basement. He said that if I wanted to expedite the moving process, I could pack all my belongings in advance into boxes so that on moving day they would only need to place the furniture and boxes on the truck. I **asked him if the company would send a representative to survey the amount of household materials I had prior to the move to provide an estimate for the number of hours and total cost** (since I have had professional movers do this for me when I was in the Air Force). **He declined**, saying that that was not necessary for a local move. I then asked him to provide a quote. He stated that he could provide three movers @ \$179 per hour (2 hour minimum), \$179 for one hour of travel time, 14% fuel surcharge, and \$122.50 for packing and materials which he mentioned to me was subject to change based on usage. He verbally estimated that the entire job would cost \$814 but could change on moving day. I then asked Mr. Goodwin if he had any military discounts for the move. He replied, saying that yes, he could provide me with a \$50 discount. All I needed to do was provide a \$100 deposit upfront prior to the move, which I gave to him over the phone by credit card, bringing my new total to \$814-\$100-\$50 = \$664. At the time, I was aware that his verbal estimate was lower than what was to be expected, however, I anticipated that his estimate was reasonable and would be accurate (within a \$200 difference) at the time of the move. Prior to this local move, I moved several times as a member of the USAF and have had moving companies pack and wrap all my boxes and furniture prior to moving into long-term storage. In my experience, it takes an entire day (8 hours) for them to pack my belongings and another half a day (4 hours) to load and offload my furniture and boxes on the truck. Because I packed all my belongings into boxes and used my own materials for this move, I thought it was reasonable to estimate that the move would take no more than 4-4.5 hours total. All My Sons just needed to wrap some of my most vulnerable pieces of furniture, load the furniture and closed boxes onto the truck and unload them into a ground level storage unit, without any unpacking or assembly of furniture required.

On 05/27/2021 (the day of the move), the movers arrived at 10:15 AM and did an initial walk through of the house and household goods. The lead mover (Chris) said I needed to sign some legal paperwork before they were able to begin the work. He had some difficulties getting the tablet to get on the screens that he wanted me to sign, so he had to call the office. These difficulties went on until approximately 10:45 AM. When I was finally able to sign the paperwork (see Attachment 1), I saw that there was a minimum estimated charge of \$601.44. This estimate was lower than the original estimate given to me by Tray Goodwin, therefore I did not raise concern. From my previous experience with moving, I believed that the entire move would take approximately 4-4.5 hours, or if you calculate the hourly rate:



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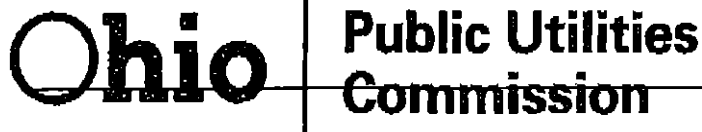
4.5 hours x \$179 per hour = \$805.50
 \$179 travel time = \$179.00
 0.14 fuel surcharge x \$984.50 = \$137.83
 Credit for deposit = -\$100
 Military discount = -\$50
 Total = \$972.33

This is higher than 110% of the estimate that Mr. Tray Goodwin provided to me on 04/24/2021, however, I was prepared to pay this amount as a worst-case scenario.

Per Attachment 2 (email from Leona Maroney, UCC dated 08/03/2021), All My Sons claims that they provided me with an hourly rate and fees that were dependent on the total time elapsed for the move. This therefore implies that I agreed to all charges incurred on 05/27/2021, because I agreed to the rates prior to the start of the move. **This is inconsistent with the FMCSA's Regulations for estimating charges in subpart D (Attachment 3): "Your mover's "rate quote" is not an estimate. You and your mover must sign the estimate of charges. Your mover must provide you with a dated copy of the estimate of charges at the time you sign the estimate." I was never provided with a total estimate of the charges from All My Sons, only a minimum estimated charge of \$601.44 (Reference Attachment 1, Item #1). Not providing me with a total estimate of the charges is also in violation of Ohio Administrative Code Rule 4901:2-19-08D (Attachment 4): "All estimates shall include the following: (14) The total estimated cost for the shipment." FMCA regulations also states that for non-binding estimates, "You must be prepared to pay ten percent more than the estimated amount at the time of delivery. Every collect-on-delivery shipper must have available 110 percent of the estimate at the time of delivery. If you order additional services from your mover after your goods are in transit, the mover will collect the charges for those additional services when your shipment is delivered." From FMCA's "Rights and Responsibilities" (Attachment 5, pages 5-6): "A non-binding estimate is not a guarantee of your final costs, but it should be reasonably accurate... Under a non-binding estimate, the mover cannot require you to pay more than 110 percent of the original estimate at the time of delivery."**

Since All My Sons did not provide me with an accurate, reasonable estimate of the total charges as required by both FMCSA regulation subpart D and Ohio Rule 4901:2-19-08D, I argue that I should not be held liable for more than 110% of the non-binding, minimum estimated charges, or (1.10 x \$601.44 = \$661.58).

After signing the non-binding estimate, the movers started loading boxes and furniture onto the truck. To assist them with the process and help the move go faster, I also loaded boxes and some furniture onto the truck. Some disassembly of furniture such as my queen bed, my guest bed, and dining table were required, but besides these three items there was no disassembly of any other furniture. I disassembled the large screen TV in the living room with a neighbor and packed the item into a box myself because according to Chris, there were "liability issues with movers moving a TV." During the move, the movers would occasionally take smoke and vape breaks. I did not count the total number of times they



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smoked, but it was more than 2 times for one mover and at least once for Chris. I did not say anything at the time because I thought it would cause further delays in the moving process.

After loading all the boxes and furniture onto the truck, the time was approximately 1:00 PM. Chris asked me if it was ok for them to stop briefly at a gas station to get some sandwiches, to which I replied yes. I arrived at my storage facility (iStorage) at 4725 Madison Rd, Cincinnati, OH 45227 without an interruption in my travel (I was anxious to increase the pace of the move) at around 1:15 PM. The storage unit is located 7.6 miles from my previous residence. Knowing that a moving truck moves much slower than my car, I waited for about 20 minutes before calling Chris. He stated that they were almost at the facility, and that they had stopped at the gas station. I finally saw the truck pull into the storage facility lot around 1:47 PM.

It is All My Sons policy to collect payment via cash or credit card prior to offloading the household goods (**Attachment 1, page 4, Item #4**). When Chris first showed me the initial invoice, I became very shocked and angry. The invoice contained the following charges (**Attachment 6**):

5.75 labor hour x \$179 =	\$1,029.25
Travel time charge =	\$179
Fuel charge =	\$169.16
<u>Packing materials (for mattresses) =</u>	<u>\$30</u>
Total =	\$1,407.41

These charges are more than TWICE the initial estimate given to me by Tray Goodwin on 04/24/2021 and 45% higher than my own calculation for 4.5 hours of labor. They estimated a finish time of 4:30 PM. I asked Chris if I could call Tray Goodwin and speak to him on the phone about the labor time and the charges. It was then that I complained about the late start due to the tablet issues, the smoking, and the lunch break (which I assumed was more than 15 minutes). I asked him to revise the total number of labor hours to adjust for events that were frankly not my responsibility to pay for. He counter argued that I had agreed to the terms in the bill of lading contract/estimate prior to the start of the move and that he only builds his invoice on the start and finish times of the movers. I argued again that the total time should be adjusted to account for the time that was spent moving and driving directly to the storage facility. We could not come to a resolution, and I was told that in order for the movers to offload the household goods into the storage unit, I must complete payment in full by cash or by credit card. By this time, I noticed that 15-20 minutes had elapsed, and All My Sons would be billing me for this time spent arguing with the office. I then, angrily, paid the charges with my credit card, thinking that I could later recoup some money after my furniture had been offloaded and the movers were gone.

After the phone conversation with Tray (the conversation took place on Chris's cell phone, so I do not have a record of it), I instructed the movers to move everything on the truck into the parking lot of the storage facility and then place only the larger pieces of furniture into the storage unit. This was designed to save me from paying for additional time beyond 4:30 PM. I would later have a friend come help me move the remaining boxes into the storage facility. While they were unloading the furniture

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and boxes off the truck, Chris approached me and said, "If you help us out, you know what I mean, I can let you keep the blankets." He was implying that I should give them a tip for their services. I replied, saying, "It's best if you keep the materials." He then dedicated the rest of the time to folding the blankets while the other 2 movers moved the heavy pieces of furniture into my storage unit until they finished at 4:15 PM. The total time for the move was then adjusted to 5.75 hours as shown in **Attachment 6**.

After they left, I had to move the rest of the boxes (approximately 40) into my storage unit with my friend (**Attachment 7**).

On 07/16/2021, I filed a complaint against All My Sons with the Ohio PUCO.

On 07/19/2021, I filed a complaint against All My Sons with the Better Business Bureau on 07/29/2021 (**Attachment 8**).

On 07/26/2021, I called Tray Goodwin (the Ops manager at All My Sons) and issued my complaint against the charges and the length of time for the move. I once again complained about the late start because of the tablet, the lunch break, and the smoking. He denied that one of the movers smoked, which angered me. I asked him, "Are you saying that I'm a liar?" He responded angrily by saying that I should've contacted him sooner. I replied, stating that I had attempted to resolve this with him on moving day but had not gotten any adjustment to the billing. In a rude tone, he stated that he would give me a billing adjustment of \$179 and it would be reflected on my credit card statement in the next few business days. He then promptly hung up on me.

On 07/29/2021, I received a response from the Better Business Bureau that they had received a response from All My Sons regarding my complaint (**Attachment 8**). I received the credit for \$179 back to my credit card on the same day I received the response from the BBB (07/29/2021). Final correspondence between me and BBB was on 08/03/2021.

On 08/18/2021, I received an email from Robert Rumsey at PUCO stating that they were conducting an investigation on All My Sons and that he would reach back out to me when the investigation was complete. We sent a few emails back and forth about status updates, and then Robert left me a voicemail on 08/19/2021 to state that he had completed the investigation and that the company would be issuing me a check for a refund of \$30 for the mattress covers.

I did not know that Robert had left a voicemail (I was out of the country from 08/06/2021 to 08/25/2021 without access to my voicemail service). I called him back on 08/30/2021 to discuss the response from All My Sons. He informed me that they were unwilling to credit anything beyond \$30 for the mattress covers and that the \$179 was issued out of a goodwill gesture, rather than an adjustment to the total number of hours for the move. Therefore, I could not receive credit for my request regarding the fuel surcharges. Robert then informed me that I could file a formal complaint against All My Sons if I desired to collect additional refunds for moving expenses.

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I am therefore now seeking \$436.83 refunded to my credit card from All My Sons Moving & Storage
for excessive moving hours, an unfinished job, and for failing to provide me a reasonable, accurate
estimate prior to my shipment date. The amount was calculated by this process:

Actual moving charges: \$1,407.41

Credit for deposit: -\$100

Credit for BBB complaint: -\$179

Credit for mattress covers: -\$30

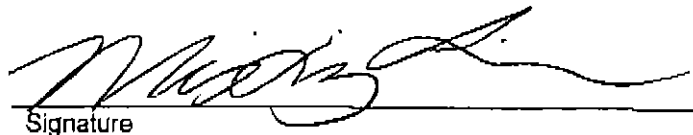
\$1,098.41

BOL estimate provided on moving day: \$601.44

Adjustment for 110% of estimated charges: \$661.58. This is the amount I should only have to pay per
FMSCA Regulation subpart D and Ohio Rule 4901:2-19-08D.

Total: \$1,098.41-\$661.58 = \$436.83

Thank you for taking my complaint seriously and thoroughly reading this letter. If you have any
questions or comments about this letter or any of the attachments, I may be reached at
meilingliber@gmail.com or at the phone number provided below. Thank you.


Signature

(850) 459-1779

Customer Telephone Number

Attachment 1

CID 8098019

All My Sons**HOUSEHOLD GOODS BILL OF LADING/ FREIGHT BILL AND ESTIMATE FOR SERVICES**
29085

Thank You For Moving With All My Sons Moving & Storage Of Cincinnati, LLC.
Your Friend In The Moving Business

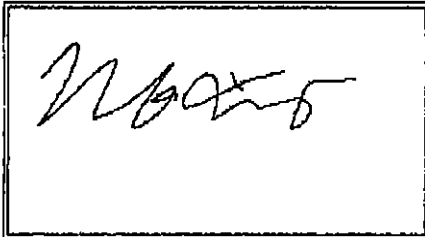
Just A Few Things To Go Over. Copies Of All Paperwork Will Be Emailed To You Via The Email Address Below (Please Confirm). Should Any Questions Arise While Your Move Is In Progress, Call Us At Any Time. We Are Always Here To Help. Write These Numbers Down, And We Look Forward To Giving You

"The Best Moving Experience...Period"

Your Email For Paperwork :	Mellinglber@gmail.com
Operations/Dispatch Contact:	513-579-9600
Customer Care Contact:	866-941-1849

COUNTERPARTS; ELECTRONIC SIGNATURES

This Bill of Lading and the Delivery Receipt and Itemization of Charges to be executed upon receipt of the household goods which are the subject of such Bill of Lading may be executed in counterparts and delivered by facsimile or PDF (or other electronic transmission), each of which shall be legal and binding upon the parties executing each of such documents, and all of which counterparts shall constitute one and the same instrument and shall have the same force and effect as if a paper original of each of such documents had been delivered and had been signed using a handwritten signature. If such documents have been executed by electronic signature, the parties executing such documents are consenting that a signature by fax, email or other electronic means shall constitute an Electronic Signature to an Electronic Record under the Uniform Electronic Transactions Act, to the extent applicable, or under other applicable law with respect to the transaction provided for in such documents.

SIGNATURE**DATE : 06/27/2021****Forms Of Payments Accepted**Payment Modes

Cash, Credit Cards, Debit Cards
No Checks Accepted!
Payment Is Required Before Unload

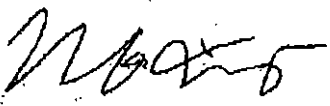
All My Sons

HOUSEHOLD GOODS BILL OF LADING/ FREIGHT BILL AND ESTIMATE FOR SERVICES
29085

All My Sons Moving & Storage Of Cincinnati, LLC.

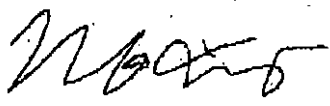
• For Your Protection We Do Not Transport The Following Items:

Cash

Shipper Agrees To Transport Any And All Items Listed Above. Mover Will Not Be Responsible For Loss Or
Damage To The Above

Date : 05/27/2021

SIGNATURE

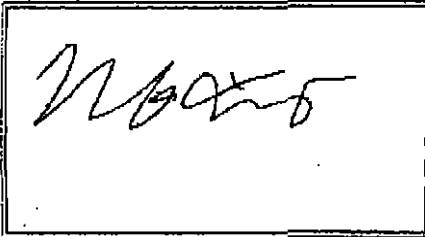


DATE : 05/27/2021

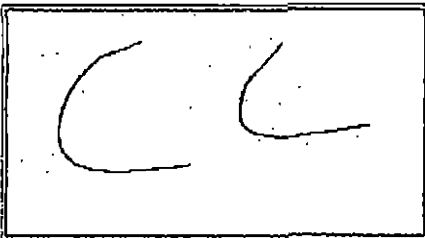
Office : 513-579-9600		3010 Harris Ave Norwood, OH 45212	
DOT#: 913409	MC#: 395551	PUCO No. 00139751-H	Truck No: CIN 134
Customer Name : Mei-Ling Liber			
Customer Care: 866-941-1849		Pickup Date 5/27/2021	Delivery Date 05/27/2021
From: 3048 Taylor Ave ,CINCINNATI,OH,45220		To: 4721 Madison Rd,CINCINNATI,OH,45227	
Start Time:	10:00AM	Initial	ML
Travel Time :	1 HR	Initial	ML
Crew Size :	3	Initial	ML
No Of Trucks :	1	Initial	ML
Truck Number :		'CIN 134'	
Driver Name :		'Christopher Curry'	

HOUSEHOLD GOODS BILL OF LADING/ FREIGHT BILL AND ESTIMATE FOR SERVICES
29085

Rates And Description	
Labor :	\$ 179.00 Per Hr
Travel :	\$ 179.00 Per Hr
Packing Materials :	Based On Usage
Fuel Surcharge :	14 % Of Total
Other Services :	\$00.00

SHIPPER SIGNATURE


DATE : 05/27/2021

CARRIER SIGNATURE


DATE : 05/27/2021

I Understand And Agree To The Terms And Rates Described Above

Name	No. Of Items	Price Per Items
Dish Pack	1	18.00
4.5 Carton	1	4.60
Mirror Carton 4 Piece	4	12.00
Shrink Wrap	1	35.00
Tape	6	4.50
Wardrobe	1	18.25
Mattress Bag	1	15.00

SUMMARY OF LABOR RATES	
TRUCKS:	1
MEN	3
HOURLY LABOR RATE:	179.00
HOURLY TRAVEL RATE:	179.00
OVERTIME (AFTER 8 HOURS) RATE:	268.50

HOUSEHOLD GOODS BILL OF LADING/ FREIGHT BILL AND ESTIMATE FOR SERVICES
29085

IMPORTANT NOTICE

(READ BEFORE START OF ANY SERVICE)

THIS PROPOSAL IS FOR ESTIMATED LISTED ITEMS AND SERVICES ONLY. ESTIMATE INFORMATION: YOUR ESTIMATE TYPE IS DEFINED BELOW IN (1) "ESTIMATE TYPE".

YOU AGREE TO PAY THAT FULL AMOUNT AS DEFINED. BY SIGNING I CONFIRM & ACCEPT.

ALL RATES ARE IN ACCORDANCE WITH OUR PUBLISHED TARIFF FILLED WITH THE OHIO PUBLIC UTILITIES COMMISSION.

ML / Shipper Initials

(1) (A) THIS CONTRACT IS SUBJECT TO A ☒ NON-BINDING ESTIMATE. ~~THE MINIMUM THE SHIPPER WILL PAY IS \$ 601.44.~~ FINAL CHARGES WILL BE BASED ON ACTUAL HOURLY LABOR, TRAVEL, MATERIALS AND OR SERVICES PERFORMED. THIS PROPOSAL IS COMPLETE WITHOUT THE NUMBER OF HOURS NECESSARY TO PERFORM THE TRANSPORTATION AND RELATED SERVICES AS ITS BASED ON AN HOURLY RATE. ADDITIONAL ITEMS AND SERVICES REQUESTED WILL RESULT IN ADDITIONAL COSTS AND AN ADDENDUM FOR ADDITIONAL SERVICES REQUESTED OR REVISED ESTIMATE.

ML / Shipper Initials

(2) THIS IS A CONTRACT FOR MOVING SERVICES: AND IS SUBJECT TO THE TERMS AND CONDITIONS OF THIS ELECTRONIC DOCUMENT AND ANY ADDENDUM (S). EXCEPT TO THE EXTENT INCONSISTENT HEREIN. THIS DOCUMENT AND ANY ADDENDUMS ARE ALSO SUBJECT TO THE TERMS AND PROVISIONS OF CARRIER'S FILED TARIFF.

ML / Shipper Initials

(3) PAYMENT: SHIPPER IS REQUIRED TO PAY FOR ALL CHARGES PRIOR TO UNLOADING IN CASH OR BY CREDIT OR DEBIT (CARRIERS ACCEPTED FORMS OF PAYMENT), EXCEPT AS MAY BE OTHERWISE AGREED IN WRITING BETWEEN CARRIER AND SHIPPER. ALL CHARGES MUST BE PAID IN FULL BY ACCEPTED FORM OF PAYMENT OR CARRIER WILL NOT DELIVER OR RELINQUISH POSSESSION OF PROPERTY. WE RESERVE THE RIGHT TO STORE YOUR ITEMS IN A STORAGE FACILITY OF OUR CHOICE UNTIL ALL CHARGES, INCLUDING STORAGE AND ADDITIONAL WAREHOUSE LABOR CHARGES, ARE PAID IN FULL IN ADVANCE. NON-BINDING ESTIMATES EXCEEDING ESTIMATE BY MORE THAN 10% CAN BE RELEASED WITH PAYMENT OF 110% OF ESTIMATE (BALANCE DUE POST UNLOAD. MAX TERM TO PAY OUTSTANDING BALANCE IN NO WAY WILL EXCEED 30 DAYS).

ML / Shipper Initials

(4) ELECTRONIC COPIES: ALL DOCUMENTATION WILL BE SENT TO CUSTOMER UPON START AND COMPLETION OF THE MOVE VIA THE EMAIL CUSTOMER PROVIDED ON PAGE 1. OF THIS DOCUMENT. DOCUMENTATION MEMORIZING MOVE WILL BE HELD CENTRALLY AND SECURELY. ALL DOCUMENTATION RECORDED CAN BE PRINTED BY ANY PARTY AND PRODUCED BY CARRIER OR SHIPPER ON DEMAND, TRANSFERING A COMPLETE ACCURATE COPY OF DOCUMENT AND SIGNATURES FROM ACTUAL MOVE DATE.

ML / Shipper Initials

(5) HOURLY RATES: PLEASE NOTE THE HOURLY RATE STATED ON YOUR CONTRACT ABOVE. THIS HOURLY LABOR RATE STARTS WHEN MOVERS ARRIVE AT YOUR STARTING LOCATION AND ENDS WHEN THEY FINISH AT THE DESTINATION (INCLUDING DRIVE TIME BETWEEN ANY DROP OFFS OR EXTRA PICKUPS). IF YOU WERE GIVEN A QUOTE OVER THE PHONE, IT WAS FOR AN HOURLY CHARGE. ALL PARTIES AGREE THE FINAL PRICE WILL BE ADJUSTED BASED ON ACTUAL TIME USED.

ML / Shipper Initials

(6) OVERTIME CHARGES: PLEASE NOTE OVERTIME RATES STATED ON YOUR CONTRACT ABOVE CAN BE ASSESSED ON ANY SHIPPER REQUESTED SERVICE BEYOND REGULAR HOURS PER CARRIERS FILED TARIFF. DELIVERY WILL BE TENDERED DURING REGULAR HOURS OF SERVICE UNLESS AGREED OTHERWISE BY CARRIER AND SHIPPER.

ML / Shipper Initials

(7) STANDARD TRIP: ONE HOUR ROUND TRAVEL MINIMUM WILL BE CHARGED FOR ALL MOVES ORIGINATING WITHIN 0-25 MILES OF ALL MY SONS WAREHOUSE.

ROUND TRIP TRAVEL: WILL BE CHARGED FOR ANY MOVE EXCEEDING 25 MILES ONE WAY AND IS CALCULATED BY MULTIPLYING THE APPLICABLE HOURLY RATE TIMES THE ACTUAL MILEAGE TRAVELED DIVIDED BY 50. (E.G. 150 MILES TRAVELED / 50 = 3 TRAVEL HOURS X \$199 (2 MEN RATE) = ROUND TRIP TRAVEL CHARGE OF \$597.00).

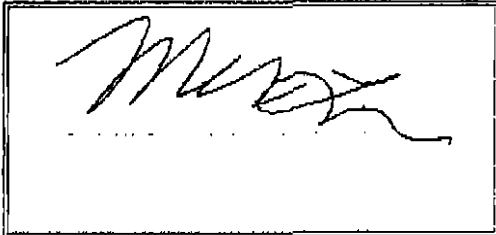
ML / Shipper Initials

(8) ITEMS LEFT BEHIND: ALL MY SONS MOVING & STORAGE CANNOT BE HELD RESPONSIBLE FOR ITEMS LEFT AT RESIDENCE AFTER LOADING. IT IS YOUR RESPONSIBILITY TO MAKE SURE NOTHING IS LEFT BEHIND. PLEASE MAKE SURE YOU CHECK CLOSETS, CABINETS, DRAWERS, ATTICS, NEIGHBOR'S RESIDENCE, BASEMENT, AND OUTSIDE AREAS PRIOR TO DEPARTURE RETURNING TO ORIGIN FOR ADDITIONAL ITEMS COULD RESULT IN ADDITIONAL CHARGES.

ML / Shipper Initials

(9) HIGH VALUE ITEMS: (EXCEEDS \$100 PER LB. OR \$2,000 PER ITEM) : CARRIER REQUIRES SHIPPER TO TRANSPORT ALL BANK BILLS, COIN OR CURRENCY, DEEDS, NOTES, DRAFTS, OR VALUABLE PAPERS OF ANY KIND, JEWELRY, POSTAGE REVENUE STAMPS, STAMP COLLECTIONS, PRECIOUS STONES OR ARTICLES OF PARTICULAR INHERENT OR EXTRAORDINARY VALUE. THEREFORE, IN ORDER FOR THE MOVER TO ASSUME ANY RESPONSIBILITY, THESE ITEMS MUST BE RENDERED, IDENTIFIED TO OPERATIONS PRIOR TO LOADING AND HIGH VALUE INVENTORY FORM MUST BE COMPLETED BY SHIPPER PRIOR TO MOVE. NOTE: CARRIERS MAXIMUM LIABILITY WILL NOT EXCEED SHIPPER PREVIOUSLY SELECTED DECLARATION OF VALUE.

☒ I DO NOT HAVE ANY HIGH VALUE ITEMS TO DECLARE.



☐ I DO HAVE HIGH VALUE ITEMS THAT REQUIRE AN INVENTORY.

ML / Shipper Initials

(10) NON-TRANSPORT ITEMS: ALL MY SONS MOVING & STORAGE CANNOT TRANSPORT ANY ALCOHOL/LIQUOR, FIREARMS, AMMUNITION, ANYTHING FLAMMABLE AND/OR COMBUSTIBLE, OR ANYTHING ELSE LISTED ON PAGE 2 IN ACCORDANCE WITH APPLICABLE LAWS AND TO PREVENT DAMAGE TO ALL PROPERTY. FAILURE TO MAKE CARRIER AWARE THAT THESE ITEMS ARE INCLUDED IN SAID SHIPMENT CAN RESULT IN THE DENIAL OF A CLAIM. CARRIER CAN'T GUARANTEE TRANSPORT OF LIVE PLANTS WILL NOT RESULT IN DAMAGE TO PLANT.

ML / Shipper Initials

(11) GOODS OR PROPERTY DAMAGE: ANY HOUSEHOLD GOODS DAMAGE OR PROPERTY DAMAGE THAT SHIPPER IS AWARE OF AT ORIGIN, DESTINATION OR ADDITIONAL STOPS CAUSED BY CARRIER, MUST BE NOTED ON FINAL ACKNOWLEDGEMENT PRIOR TO SIGNING FINAL DELIVERY RECEIPT (UNDER CUSTOMER NOTES), OR CLAIM COULD BE DENIED

ML / Shipper Initials

(12) APPLIANCES, ELECTRONICS & FIXTURES: ALL MY SONS MOVING & STORAGE OF CINCINNATI, LLC. ADVISES YOU THE SHIPPER TO DISCONNECT AND RECONNECT ANY AND ALL OF YOUR APPLIANCES, FIXTURES AND OR ELECTRONICS. THE CARRIER IS NOT AWARE, NOR WILL IT WARRANT THE MECHANICAL OPERATING CONDITION OF THESE ITEMS. TO PROTECT YOUR BELONGINGS AND PROPERTY, WE REQUIRE YOU TO DISCONNECT AND RECONNECT ALL APPLIANCES & ELECTRONICS. IN THE EVENT YOU REQUEST AN ALL MY SONS EMPLOYEE TO ASSIST WITH ANY DISCONNECTION, CONNECTION, OR RECONNECTION, YOU HEREBY ASSUME ANY AND ALL LIABILITY AS RELATED TO SUCH WITHOUT LIMITATIONS AND INCLUDING ANY ANCILLARY POTENTIAL DAMAGES. SHIPPER FURTHER RELEASES ALL MY SONS MOVING & STORAGE OF CINCINNATI, LLC. AND ALL ITS PERSONNEL/AFFILIATES, FROM ANY LIABILITY, CLAIMS AND OR DAMAGES WHETHER INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, (INCLUDING LOSS OF PROFITS OR BUSINESS) AND OR PUNITIVE, FORESEEABLE OR UNFORESEEABLE.

ML / Shipper Initials

(13) PACKING BY OWNER "FOR YOUR PROTECTION": ALL MY SONS MOVING & STORAGE REQUIRES ALL GLASS, LAMPS, ANYTHING FRAGILE OR BREAKABLE, ETC. TO BE PROPERLY PACKED IN A CONTAINER AND CONTENTS NOTED/MARKED PRIOR TO BEING LOADED. THIS ASSURES SAFE HANDLING. ALL MY SONS CAN PROVIDE PACKING SERVICE FOR ANY ITEMS REQUIRED AT AN ADDITIONAL COST OF LABOR & MATERIALS. WE CANNOT BE LIABLE FOR DAMAGES RESULTING FROM IMPROPER PACKING. THIS IS REQUIRED PRIOR TO LOADING.

ML / Shipper Initials

(14) LABOR ONLY & 3RD PARTY STORAGE: IN THE EVENT CARRIER LOADS OR DELIVERS YOUR GOODS INTO ANY 3RD PARTY, STORAGE UNIT, MOBILE TYPE STORAGE CONTAINER OR ANY FOREIGN VEHICLE OR RENTAL TRUCK (NOT UNDER ALL MY SONS FULL CONTROL). THE CARRIER'S LIABILITY WILL END AS SOON AS THE GOODS ARE LOADED OR DELIVERED INTO THAT 3RD PARTY, PUBLIC SPACE OR VEHICLE. ANY DAMAGES CAUSED BY CARRIER MUST BE DISCLOSED TO CARRIER BY SHIPPER AT THAT TIME IN WRITING PRIOR TO MOVE COMPLETION AND CARRIERS DEPARTURE. CARRIER'S LIABILITY DOES NOT INCLUDE ANY PRE-EXISTING DAMAGE THAT OCCURRED DURING FOREIGN TRANSIT OR PREVIOUS CARRIER'S HANDLING. IN ALL SITUATIONS CARRIER'S LIABILITY FOR ANY PIECE OF FURNITURE OR CARRIER PACKED BOX IS SIXTY CENTS (\$ 0.60) PER POUND PER ARTICLE. THE CARRIER CANNOT OFFER ADDITIONAL VALUATION COVERAGE FOR ANY OF THE SITUATIONS LISTED IN THIS PARAGRAPH.

ML / Shipper Initials

(15) BABY CRIBS & BUNK BEDS: FOR YOUR FAMILIES SAFETY, WE CANNOT DISASSEMBLE OR ASSEMBLE THESE ITEMS. PLEASE HAVE THEM DISASSEMBLED AND WE'D BE GLAD TO MOVE THEM FROM AND TO THE APPROPRIATE PLACE.

ML / Shipper Initials

(16) CLAIMS: PURSUANT TO PUBLIC UTILITIES COMMISSION OF OHIO 4901:2-19-08(D)(16): YOU HAVE A MINIMUM OF SIXTY DAYS FROM THE DATE OF THE MOVE TO FILE A CLAIM FOR ANY DAMAGED OR MISSING GOODS. THE CARRIER MUST ACKNOWLEDGE RECEIPT OF YOUR CLAIM WITHIN FIFTEEN DAYS AFTER RECEIVING IT AND MUST RESPOND TO YOU WITHIN THIRTY DAYS. IF YOUR COMPLAINT IS NOT RESOLVED AFTER YOU HAVE CALLED THE CARRIER, YOU MAY CONTACT THE PUBLIC UTILITIES COMMISSION OF OHIO FOR ASSISTANCE AT 1-800-686-7828 (TOLL FREE) HEARING OR SPEECH IMPAIRED CUSTOMERS MAY CONTACT THE PUCO VIA 7-1-1 (OHIO RELAY SERVICE) OR WWW.PUCO.OHIO.GOV. PURSUANT TO THE TERMS AND CONDITIONS; AS A CONDITION PRECEDENT TO RECOVERY, A CLAIM FOR ANY LOSS OR DAMAGE, INJURY OR DELAY, MUST BE FILED IN WRITING WITH CARRIER WITH-IN SIXTY (60) DAYS AFTER A REASONABLE TIME FOR DELIVERY HAS LAPSED. THE CARRIER MUST ACKNOWLEDGE RECEIPT OF YOUR CLAIM WITHIN FIFTEEN DAYS AFTER RECEIVING IT AND MUST RESPOND TO YOU WITHIN THIRTY DAYS, SUIT MUST BE INSTITUTED AGAINST CARRIER WITHIN (2) YEARS AND ONE (1) DAY FROM THE DATE WHEN NOTICE IN WRITING IS GIVEN BY CARRIER TO THE CLAIMANT THAT CARRIER HAS DISALLOWED THE CLAIM OF ANY PART OR PARTS THEREOF SPECIFIED IN THE NOTICE. WHERE A CLAIM IS NOT FILED OR SUIT IS NOT INSTITUTE THEREON IN ACCORDANCE WITH THE FOREGOING PROVISIONS, CARRIER SHALL NOT BE LIABLE AND SUCH A CLAIM WILL NOT BE PAID.

ML / Shipper Initials

(17) WRITTEN INVENTORY: Initial Option You Select Below

ML OPTION 1: AT "NO ADDITIONAL" TIME & COST

I, MEI-LING LIBER, DO NOT REQUEST AN INVENTORY OF THE ITEMS TO BE MOVED. THIS OPTION IS AT NO ADDITIONAL COST. I ACCEPT RESPONSIBILITY FOR ANY MISSING ITEMS NOT DOCUMENTED PRIOR TO LOADING.

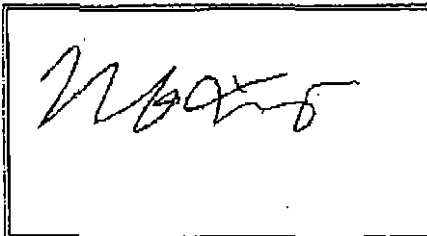
OPTION 2: AT "ADDITIONAL" TIME & COST

(HOURLY MOVES NOT-TO-EXCEED & NON-BINDING OR NO ESTIMATE: ADDITIONAL LABOR HOURS WILL BE ADDED TO CLOCK)

I, DO REQUEST THE ADDED COST OF AN INVENTORY OF ALL ITEMS TO BE MOVED. THIS OPTION WILL RESULT IN ADDITIONAL TIME & CHARGES, UNLESS PREVIOUSLY DEFINED AS ADDITIONAL COST IN MY BINDING ESTIMATE.

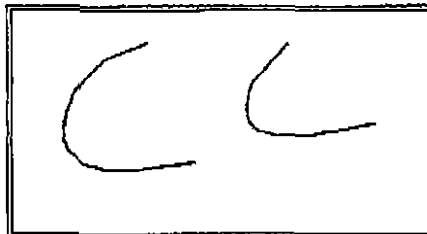
Option 1 Selected

SHIPPER SIGNATURE

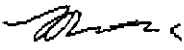


DATE : 05/27/2021

CARRIER SIGNATURE




DATE : 05/27/2021

CARRIER LIABILITY: Consumer Must Personally Sign Choice Selected.

OPTION 1: Minimal liability option. (No Additional Cost)

I agree to minimal reimbursement for lost or damaged goods. I understand and accept that I will be reimbursed for lost or damaged goods at a minimal amount not exceeding sixty cents per pound per article.

Acceptance Of Option 1



Date : 05/27/2021

OPTION 2: Full replacement value option. (Additional Cost):

I accept reimbursement equal to the replacement cost of lost or damaged goods. I declare a total replacement value of the shipment to be \$ _____ or a minimum of six dollars per pound times the weight of the shipment, whichever is greater. I understand that total reimbursement for lost or damaged goods shall not exceed this declared value of the shipment. I understand that failure to disclose any article valued at greater than one hundred dollars per pound may limit the carrier's reimbursement liability to this maximum per article.

****Premiums = \$25.00 per \$1,000.00 of Replacement Value (Example \$30,000 = 30 X \$25 or \$750 Premium) ****

"Consumer must personally initial:

Additional Costs: Premium & Deductible below apply to Option 2.

Deductible of: \$250 I accept this against any reimbursable from Lost or Damaged goods.

Premium: \$. I accept this additional premium to be added to my move total.

Date : 05/27/2021

Acceptance of Declared Value & Additional Costs YOU SELECTED ABOVE .

TERMS AND CONDITIONS**ATTENTION SHIPPER:**

This Contract is Subject To All The Rules, Regulations, Rates And Charges As Stated On The Carrier's Estimate

SECTION 1: THE CARRIER SHALL NOT BE HELD LIABLE FOR ANY CONDITIONS LISTED IN PARAGRAPHS (A) THROUGH (K) REGARDLESS OF ANY DECLARED VALUE STATED ON THE FACE OF THIS ESTIMATE/BILL OF LADING:

(A) FOR CONDITION OR FLAVOR OF PERISHABLE ARTICLES, OBJECTS OF ART, DOCUMENTS, CURRENCY, MONEY, JEWELRY, WATCHES, TRADING STAMPS, CREDIT CARDS, PRECIOUS STONES, BUSINESS RECORDS, COMPUTER HARD DRIVES AND COMPUTER DISKS OR ARTICLES OF EXTRAORDINARY VALUE WHICH ARE NOT SPECIFICALLY LISTED ON ATTACHMENTS TO THE ESTIMATE, AND LOSS OR DAMAGE CAUSED BY OR RESULTING:

(B) FROM AND ACT, OMISSION OR NEGLIGENCE OF SHIPPER.

(C) FROM INSECTS, MOTH, VERMIN AND ORDINARY WEAR AND TEAR.

(D) FROM DEFECT OR INHERENT VICE OF THE ARTICLE, INCLUDING SUSCEPTIBILITY TO DAMAGE BECAUSE OF ATMOSPHERIC CONDITIONS SUCH AS TEMPERATURE AND HUMIDITY OR CHANGES THEREIN;

(E) FROM (1) HOSTILE OR WARLIKE ACTION IN TIME OF PEACE OR WAR, INCLUDING ACTION IN HINDERING, COMBATING OR DEFENDING AGAINST AN ACTUAL, IMPENDING OR EXPECTED ATTACK (A) BY ANY GOVERNMENT OR SOVEREIGN POWER, OR BY ANY AUTHORITY MAINTAINING OR USING MILITARY, NAVAL OR AIR FORCES; OR (B) BY MILITARY, NAVAL OR AIR FORCES; OR (C) BY AN AGENT OF ANY SUCH GOVERNMENT, POWER,

AUTHORITY OR FORCES: (2) ANY WEAPON OF WAR EMPLOYING ATOMIC FISSION OR RADIOACTIVE FORCE WHETHER IN TIME OF PEACE OR WAR; (3) INSURRECTION, REBELLION, REVOLUTION, CIVIL WAR, USURPED POWER, OR ACTION TAKEN BY GOVERNMENTAL AUTHORITY IN HINDERING, COMBATING, OR DEFENDING AGAINST SUCH AN OCCURRENCE, SEIZURE OR DESTRUCTION UNDER QUARANTINE OR CUSTOMS REGULATIONS, CONFISCATION BY ORDER OF ANY GOVERNMENT OR PUBLIC AUTHORITY OR RISKS OF CONTRABAND OR ILLEGAL TRANSPORTATION OR TRADE;

(F) FROM STRIKES, LOCKOUTS, LABOR DISTURBANCES, RIOTS, CIVIL COMMOTIONS, OR THE ACTS OF ANY PERSON OR PERSONS TAKING PART IN ANY SUCH OCCURRENCE OR DISORDER.

(G) FROM ACTS OF GOD.

(H) SHOULD THE CONSUMER WISH TO INCREASE THE AMOUNT OF REIMBURSEMENT UNDER THIS SECTION, COVERAGE MAY BE AVAILABLE ON A NEGOTIATED BASIS.

(I) THE CARRIER RESERVES THE RIGHT TO REPAIR DAMAGED GOODS AS A FIRST COURSE OF ACTION PRIOR TO REIMBURSEMENT.

(J) THE CONSUMER WARRANTS THAT NO ITEMS OF EXTRAORDINARY VALUE ARE BEING TRANSPORTED UNLESS SPECIFICALLY LISTED. ITEMS OF EXTRAORDINARY VALUE ARE DEFINED AS ITEMS WITH A VALUE IN EXCESS OF ONE HUNDRED (\$100.00) PER POUND.

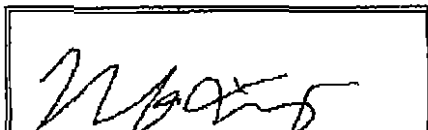
SECTION 2: THE CARRIER SHALL NOT BE LIABLE FOR DELAY CAUSED BY HIGHWAY OBSTRUCTION, OR FAULTY OR IMPASSABLE HIGHWAYS, OR LACK OF CAPACITY OF ANY HIGHWAY, BRIDGE OR FERRY, OR CAUSED BY BREAKDOWN OR MECHANICAL DEFECT OF VEHICLES OR EQUIPMENT, OR FROM ANY CAUSE OTHER THAN NEGLIGENCE OF THE CARRIER NOR SHALL THE CARRIER BE BOUND TO TRANSPORT BY ANY PARTICULAR SCHEDULE, MEANS, VEHICLE OR OTHERWISE THAN WITH REASONABLE DISPATCH. EVERY CARRIER SHALL HAVE THE RIGHT IN CASE OF PHYSICAL NECESSITY TO FORWARD SAID PROPERTY BY ANY CARRIER OR ROUTE BETWEEN THE POINT OF SHIPMENT AND THE POINT OF DESTINATION.

SECTION 3: CONSUMER SHALL: (A) BE LIABLE FOR ANY AND ALL CHARGES STATED ON THE ESTIMATE AND PAY THEREFORE. (B) AND INDEMNIFY CARRIER AGAINST LOSS OR DAMAGE CAUSED BY INCLUSION IN THE SHIPMENT OF EXPLOSIVES OR DANGEROUS ARTICLES OR GOODS.

SECTION 4: IF FOR ANY REASON OTHER THAN THE FAULT OF CARRIER, DELIVERY CANNOT BE MADE AT ADDRESS SHOWN ON THE FACE HEREOF, OR AT ANY CHANGED ADDRESS OF WHICH CARRIER HAS BEEN NOTIFIED, CARRIER, AT ITS OPTION, MAY CAUSE ARTICLES CONTAINED IN SHIPMENT TO BE STORED IN A WAREHOUSE SELECTED BY IT AT THE POINT OF DELIVERY OR AT OTHER AVAILABLE POINTS, AT THE COST OF THE OWNER, AND SUBJECT TO A LIEN FOR ALL ACCRUED TARIFF AND OTHER LAWFUL CHARGES.

SECTION 5: AS A CONDITION PRECEDENT TO RECOVERY, A CLAIM FOR ANY LOSS OR DAMAGE, INJURY OR DELAY, MUST BE FILED IN WRITING WITH CARRIER WITHIN SIXTY (60) DAYS AFTER A REASONABLE TIME FOR DELIVERY HAS LAPSED. THE CARRIER MUST ACKNOWLEDGE RECEIPT OF YOUR CLAIM WITHIN FIFTEEN DAYS AFTER RECEIVING IT AND MUST RESPOND TO YOU WITHIN THIRTY DAYS. SUIT MUST BE INSTITUTED AGAINST CARRIER WITHIN (2) YEARS AND ONE (1) DAY FROM THE DATE WHEN NOTICE IN WRITING IS GIVEN BY CARRIER TO THE CLAIMANT THAT CARRIER HAS DISALLOWED THE CLAIM OF ANY PART OR PARTS THEREOF SPECIFIED IN THE NOTICE. WHERE A CLAIM IS NOT FILED OR SUIT IS NOT INSTITUTE THEREON IN ACCORDANCE WITH THE FOREGOING PROVISIONS, CARRIER SHALL NOT BE LIABLE AND SUCH A CLAIM WILL NOT BE PAID. PURSUANT TO 4901.2-19-08(D)(16) "YOU HAVE A MINIMUM OF SIXTY DAYS FROM THE DATE OF THE MOVE TO FILE A CLAIM FOR ANY DAMAGED OR MISSING GOODS. THE CARRIER MUST ACKNOWLEDGE RECEIPT OF YOUR CLAIM WITHIN FIFTEEN DAYS AFTER RECEIVING IT AND MUST RESPOND TO YOU WITHIN THIRTY DAYS. IF YOUR COMPLAINT IS NOT RESOLVED AFTER YOU HAVE CALLED THE CARRIER, YOU MAY CONTACT THE PUBLIC UTILITIES COMMISSION OF OHIO FOR ASSISTANCE. AT 1-800-686-7828 (TOLL-FREE) OR FOR TTY AT 18006861670 (TOLL-FREE) FROM 8AM TO 5PM WEEKDAYS OR AT WWW.PUCO.OHIO.GOV.

SECTION 6: IF SHIPMENT IS REFUSED BY CONSIGNEE AT DESTINATION, OR IF SHIPPER, CONSIGNEE OR OWNER OF PROPERTY FAILS TO RECEIVE OR CLAIM IT WITHIN FIFTEEN (15) DAYS AFTER WRITTEN NOTICE BY UNITED STATES MAIL ADDRESSED TO SHIPPER AND CONSIGNEE AT POST OFFICE ADDRESSES SHOWN ON FACE HEREOF, OR IF SHIPPER FAILS OR REFUSES TO PAY LAWFULLY APPLICABLE CHARGES IN ACCORDANCE WITH CARRIER'S APPLICABLE TARIFF, CARRIER MAY SELL THE PROPERTY AT ITS OPTION, EITHER (A) UPON NOTICE IN THE MANNER AUTHORIZED BY LAW, OR (B) BY PUBLIC AUCTION TO HIGHEST BIDDER FOR CASH AT A PUBLIC SALE TO BE HELD AT A TIME AND PLACE NAMED BY CARRIER. THIRTY (30) DAYS' NOTICE OF WHICH SALE SHALL HAVE BEEN GIVEN IN WRITING TO SHIPPER AND CONSIGNEE, AND THERE SHALL HAVE BEEN PUBLISHED AT LEAST ONCE A WEEK FOR TWO SUCCESSIVE WEEKS IN A NEWSPAPER OF GENERAL CIRCULATION AT OR NEAR THE PLACE OF SALE, A NOTICE THEREOF CONTAINING A DESCRIPTION OF THE PROPERTY AS DESCRIBED IN THE BILL OF LADING, AND THE NAMES OF THE CONSIGNOR AND CONSIGNEE. THE PROCEEDS OF ANY SALE SHALL BE APPLIED TOWARD PAYMENT OF LAWFUL CHARGES APPLICABLE TO SHIPMENT AND TOWARD EXPENSES OF NOTICE, ADVERTISING, AND SALE, AND OF STORING, CARING FOR AND MAINTAINING PROPERTY PRIOR TO SALE, AND THE BALANCE, IF ANY SHALL BE PAID TO OWNER OF PROPERTY; PROVIDED THAT ANY PERISHABLE ARTICLES CONTAINED IN SAID SHIPMENT MAY BE SOLD AT PUBLIC OR PRIVATE SALE WITHOUT SUCH NOTICES, IF, IN THE OPINION OF CARRIER, SUCH ACTION IS NECESSARY TO PREVENT DETERIORATION OR FURTHER DETERIORATION.



Date : 05/27/2021

**All My Sons:****HOUSEHOLD GOODS BILL OF LADING/ FREIGHT BILL AND ESTIMATE FOR SERVICES
29085****ALL MY SONS MOVING & STORAGE OF CINCINNATI, LLC.
3010 HARRIS AVE NORWOOD,
OH 45212*********ATTENTION SHIPPER*********READ ALL PAPERS ATTACHED****I Acknowledge That I Have Read And Understand The Terms And Conditions Above.****Date : 05/27/2021****HOUSEHOLD GOODS BILL OF LADING/ FREIGHT BILL AND ESTIMATE FOR SERVICES
29085****Thank You
We're All Set****FOR YOUR CONVENIENCE, OUR CONTACT INFO IS AVAILABLE BELOW. CALL WITH ANY QUESTIONS OR CONCERNS. MOVING IS OUR PASSION AND
WE LOOK FORWARD TO SERVING YOU.**

Operations/Local Dispatch Contact:	513-579-9600
Customer Care Contact:	866-941-1849



Attachment 2 - Email

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
Sent: Tuesday, August 10, 2021 2:16 PM
To: Leona Maroney <lmaroney@allmysons.com>
Subject: RE: FW: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00702860 [ref:_00Dt0GzXt_500t0oWQ4m:ref]

Good afternoon,

The customer states she received the credit, but she feels that this was an incorrect adjustment. She was credited for one hour of labor but the fuel charge was not adjusted with the new total. In addition, the customer states that she supplied all of the packing materials so she feels she should not have been charged the additional \$30. The difference after the adjusted fuel charge and packing materials would be \$50.07.

The customer also states that Trey told her the estimated charge would be \$814 and after the \$50 military discount and \$100 deposit, would be \$664.

Does the company have the call record to review?

Thank you

----- Original Message -----

From: Leona Maroney [lmaroney@allmysons.com]
Sent: 8/3/2021 7:31 PM
To: contactthepuco@puc.ohio.gov
Subject: FW: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00702860 [ref:_00Dt0GzXt_500t0oWQ4m:ref]

Mr. Ramsey,

Prior to answering your request on the above referenced complaint, please forward any future complaints to lmaroney@allmysons.com. Our Compliance department does not handle complaints.

1. Has the customer contacted the company regarding this issue? There is no record of the customer contacting AMS directly regarding the charges. However, she filed a complaint through the Better Business Bureau. If so, when? What was the resolution? The customer was credited one hour labor in amount of \$179.00 to her credit card on file on 7/28/21.
2. What type of estimate was the customer provided? Binding, Non-binding, or guaranteed not to exceed? Was the estimate oral or written? The move was not an estimated move but charged by the hour including a 2 hour minimum labor, travel time, 14% fuel charge and the \$50 discount.
3. Please provide copies of all documentation related to the customer's move, estimate, bill of lading, amendments, etc. The Bill of Lading is attached as requested.
4. Please provide any additional information that may be helpful with this inquiry.

Best,

Leona Maroney, UCC

Customer Care/Claims Department Manager

All My Sons Business Development, LLC

2400 Old Mill Road, Carrollton, TX 75007

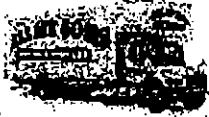
Office: 469.461.5000 ext. 1044

Direct: 469.646.7476

Mobile: 214.412.7105

Customer Care: 866.941.1849

Fax: 469.574.7842



From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

Sent: Wednesday, July 21, 2021 7:16 AM

To: Compliance <compliance@allmysons.com>

Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00702860 [ref:_00Dt0GzXt._500t0oWQ4m:ref]



Initial Submission of a Consumer Complaint

Please Respond Within 15 Business Days

CASE ID: 00702860

Attachment 3 - Estimating Charges

An official website of the United States government [Here's how you know](#)

The latest information on the Coronavirus Disease 2019 (COVID-19) is available on [coronavirus.gov](#).

[United States Department of Transportation](#)

FMCSA

2021-11-03 14:54:12

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[Planning Your Move](#)

[Selecting a Mover](#)

[Help Post-Move](#)

[FMCSA Resources](#)

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- [Your Rights and Responsibilities Main Page](#)

Contact Us

Federal Motor Carrier Safety Administration
Department of Transportation
Commercial Enforcement and Investigations Division
1200 New Jersey Ave, S.E.
Washington, DC 20590
United States

Email:

CEI_Mailbox@dot.gov

Phone: [888-368-7238](tel:888-368-7238)

Estimating Charges (Subpart D)

[Must my mover estimate the transportation and accessorial charges for my move?](#)

[How must my mover estimate charges under the regulations?](#)

[What payment arrangements must my mover have in place to secure delivery of my household goods shipment?](#)

Must my mover estimate the transportation and accessorial charges for my move?

We require your mover to prepare a written estimate on every shipment transported for you. You are entitled to a copy of the written estimate when your mover prepares it. Your mover must provide you a written estimate of all charges, including transportation, accessorial, and advance charges. Your mover's "rate quote" is not an estimate. You and your mover must sign the estimate of charges. Your mover must provide you with a dated copy of the estimate of charges at the time you sign the estimate.

If the location that you are moving from is located within a 50 mile radius of your mover's (or its agent's) place of business, the estimate that

your mover provides to you must be based on a physical survey of your goods. You may waive the requirement for a physical survey if you choose, but your waiver must be in the form of a written agreement signed by you before your shipment is loaded.

You should be aware that if you receive an estimate from a household goods broker, the mover may not be required to accept the estimate. Be sure to obtain a written estimate from the mover if a mover tells you orally that it will accept the broker's estimate.

Your mover must specify the form of payment the mover and its delivering agent will honor at delivery. Payment forms may include, but are not limited to, cash, certified check, money order, cashier's check, a specific charge card such as American Express™, a specific credit card such as Visa™, and your mover's own credit.

Before loading your household goods, and upon mutual agreement between you and your mover, your mover may amend an estimate of charges. Your mover may not amend the estimate after loading the shipment.

A binding estimate is a written agreement made in advance with your mover, indicating you and the mover are bound by the charges. It guarantees the total cost of the move based upon the quantities and services shown on your mover's estimate.

A non-binding estimate is what your mover believes the total cost will be for the move, based upon the estimated weight of the shipment and the accessorials services requested. A non-binding estimate is not binding on your mover. The estimate must indicate that your final charges will be based upon the actual weight of your shipment, the services provided, and the mover's tariff provisions in effect. You should be prepared to pay ten percent more than the estimated amount at delivery.

You must also be prepared to pay at delivery the cost of any additional services that you requested after the contract was executed that were not included in the estimate and charges for impracticable operations. Impracticable operations are defined in your mover's tariff and you should ask to see the mover's tariff to determine what services constitute impracticable operations. Charges for impracticable operations due at delivery may not exceed 15 percent of all other charges due at delivery.

How must my mover estimate charges under the regulations?

Binding Estimates

Your mover may charge you for providing a binding estimate. The binding estimate must clearly describe the shipment and all services provided.

When you receive a binding estimate, you cannot be required to pay any more than the estimated amount at delivery. If you have requested the mover provide more services than those included in the estimate, your mover will collect the charges for those services when your shipment is delivered. However, charges for impracticable operations due at delivery may not exceed 15 percent of all other charges due at delivery.

A binding estimate must be in writing, and a copy must be made available to you before you move.

If you agree to a binding estimate, you are responsible for paying the charges due by cash, certified check, money order, or cashier's check. The charges are due your mover at the time of delivery unless your mover agrees, before you move, to extend credit or to accept payment by a specific charge card such as American Express™ or a specific credit card such as Visa™. If you are unable to pay at the time the shipment is delivered, the mover may place your shipment in storage at your expense until you pay the charges.

Other requirements of binding estimates include the following eight elements:

1. Your mover must retain a copy of each binding estimate as an attachment to the bill of lading.
2. Your mover must clearly indicate upon each binding estimate's face that the estimate is binding upon you and your mover. Each binding estimate must also clearly indicate on its face that the charges shown are the charges to be assessed for only those services specifically identified in the estimate.
3. Your mover must clearly describe binding estimate shipments and all services to be provided.
4. If, before loading your shipment, your mover believes you are tendering additional household goods or are requiring additional services not identified in the binding estimate, and you and your mover cannot reach an agreement, your mover may refuse to service the shipment. If your mover agrees to service the shipment, your mover must do one of the following three things:
 - a. Reaffirm the binding estimate.
 - b. Negotiate a revised written binding estimate listing the additional household goods or services.
 - c. Add an attachment to the contract, in writing, stating you both will consider the original binding estimate as a non-binding estimate. You should read more below. This may seriously affect how much you may pay for the entire move.
5. Once your mover loads your shipment, your mover's failure to execute a new binding estimate or to agree with you to treat the original

estimate as a non-binding estimate signifies it has reaffirmed the original binding estimate. Your mover may not collect more than the amount of the original binding estimate, except as provided in the next two paragraphs.

6. If you request additional services after the bill of lading is executed, your mover will collect the charges for these additional services when your shipment is delivered.

7. If your mover must perform impracticable operations, as defined in its tariff, to accomplish the delivery of your shipment, your mover will collect the charges for these services when your shipment is delivered. However, charges for impracticable operations collected at delivery must not exceed 15 percent of all other charges due at delivery. Any remaining impracticable operations charges must be paid within 30 days after you receive the mover's freight bill.

8. Failure of your mover to relinquish possession of a shipment upon your offer to pay the binding estimate amount plus the cost of any additional services that you requested after the contract was executed, and the charges for impracticable operations, not to exceed 15 percent of all other charges due at delivery, constitutes failure to transport a shipment with "reasonable dispatch" and subjects your mover to cargo delay claims pursuant to 49 CFR part 370.

Non-binding Estimates

Your mover is not permitted to charge you for giving a non-binding estimate.

A non-binding estimate is not a bid or contract. Your mover provides it to you to give you a general idea of the cost of the move, but it does not bind your mover to the estimated cost. You should expect the final cost to be more than the estimate. The actual cost will be calculated based on your mover's tariffs. Federal law requires your mover to collect the charges in accordance with its tariffs, regardless of what your mover writes in its non-binding estimates. That is why it is important to ask for copies of the applicable portions of the mover's tariffs before deciding on a mover. The charges contained in mover's tariffs are essentially the same for the same weight shipment moving the same distance. If you obtain different non-binding estimates from different movers, you must pay only the amount specified in your mover's tariff. Therefore, a non-binding estimate may not be the amount that you will ultimately have to pay.

You must be prepared to pay ten percent more than the estimated amount at the time of delivery. Every collect-on-delivery shipper must have available 110 percent of the estimate at the time of delivery. If you order additional services from your mover after your goods are in transit, the mover will collect the charges for those additional services when your shipment is delivered. You may also have to pay additional charges at delivery for impracticable operations performed by your mover.

Non-binding estimates must be in writing and clearly describe the shipment and all services provided. Any time a mover provides such an estimate, the amount of the charges estimated must be on the order for service and bill of lading related to your shipment. When you are given a non-binding estimate, do not sign or accept the order for service or bill of lading unless the mover enters the amount estimated on each form it prepares.

Other requirements of non-binding estimates include the following ten elements:

1. Your mover must provide reasonably accurate non-binding estimates based upon the estimated weight of the shipment and services required.
2. Your mover must explain to you that all charges on shipments moved under non-binding estimates will be those appearing in your mover's tariffs applicable to the transportation. If your mover provides a non-binding estimate of approximate costs, your mover is not bound by such an estimate.
3. Your mover must furnish non-binding estimates without charge and in writing to you.
4. Your mover must retain a copy of each non-binding estimate as an attachment to the bill of lading.
5. Your mover must clearly indicate on the face of a non-binding estimate that the estimate is not binding upon your mover and the charges shown are the approximate charges to be assessed for the services identified in the estimate.
6. Your mover must clearly describe on the face of a non-binding estimate the entire shipment and all services to be provided.
7. If, before loading your shipment, your mover believes you are tendering additional household goods or requiring additional services not identified in the non-binding estimate, and you and your mover cannot reach an agreement, your mover may refuse to service the shipment. If your mover agrees to service the shipment, your mover must provide one of the following two estimates:
 - a. Re-affirm the non-binding estimate.
 - b. Negotiate a revised written non-binding estimate listing the additional household goods or services.
8. Once your mover loads your shipment, your mover's failure to execute a new estimate signifies it has reaffirmed the original non-binding estimate. Your mover may not collect more than 110 percent of the amount of this estimate at destination for the services and quantities shown on the estimate.

9. If you request additional services after the bill of lading is executed, your mover will collect the charges for these additional services when your shipment is delivered.

10. If your mover must perform impracticable operations, as defined in its tariff, to accomplish the delivery of your shipment, your mover will collect the charges for these services when your shipment is delivered. However, charges for impracticable operations collected at delivery must not exceed 15 percent of all other charges due at delivery. Any remaining impracticable operations charges must be paid within 30 days after you receive the mover's freight bill.

If your mover furnishes a non-binding estimate, your mover must enter the estimated charges upon the order for service and upon the bill of lading. Your mover must retain a record of all estimates of charges for each move performed for at least one year from the date your mover made the estimate.

What payment arrangements must my mover have in place to secure delivery of my household goods shipment?

If your total bill is 110 percent or less of the non-binding estimate, the mover can require payment in full upon delivery. If the bill exceeds 110 percent of the non-binding estimate, your mover must relinquish possession of the shipment at the time of delivery upon payment of 110 percent of the estimated amount, and defer billing for the remaining charges for at least 30 days.

There are two exceptions to this requirement. Your mover may demand payment at the time of delivery of the cost of any additional services that you requested after the contract was executed that were not included in the estimate. Your mover may also require you to pay charges for impracticable operations at the time of delivery, provided these charges do not exceed 15 percent of all other charges due at delivery. Impracticable operations charges that exceed 15 percent of all other charges due at delivery are due within 30 days after you receive the mover's freight bill. Your mover should have specified its acceptable form of payment on the estimate, order for service, and bill of lading. Your mover's failure to relinquish possession of a shipment after you offer to pay 110 percent of the estimated charges, plus the cost of any additional services that you requested after the contract was executed that were not included in the estimate, and the charges for impracticable operations, not to exceed 15 percent of all other charges due at delivery, constitutes failure to transport the shipment with "reasonable dispatch" and subjects your mover to cargo delay claims under 49 CFR Part 370.



Last updated: Monday, February 2, 2015

U.S. DEPARTMENT OF TRANSPORTATION

Federal Motor Carrier Safety Administration

1200 NEW JERSEY AVENUE, SE

WASHINGTON, DC 20590

1-800-832-5660

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Attachment 4 - Ohio Administrative Laws

Rule 4901:2-19-08 | Estimates by the carrier.

Ohio Administrative Code / 4901:2 /

Chapter 4901:2-19 | Common Carriers Engaged in the Transportation of Household Goods

Effective: November 10, 2016 **Promulgated Under:** 111.15

(A) Except as otherwise provided for in paragraphs (E), (F), and (G) of this rule, all estimates shall be in writing in plain and understandable English.

(B) Estimates may be offered on a nonbinding, binding, or guaranteed-not-to-exceed basis.

(C) No provision contained in any tariff filed by the carrier or on the bill of lading accompanying a shipment of household goods shall be considered binding upon the consumer unless it is also disclosed to the consumer in the estimate for such shipment.

(D) All estimates shall include the following:

(1) The name, address and certificate number of the carrier that is to perform the transportation service.

(2) The name and signature of the person preparing the estimate and the date on which the estimate is made.

(3) The type of estimate being provided: nonbinding, binding, or guaranteed-not-to-exceed.

(4) The name and address of the consumer.

(5) A description of the shipment and any charges to be assessed for the shipment.

(6) A description of all services to be provided and all charges to be assessed

Top

services.

(7) The origin and the destination of the proposed shipment; if the estimate is made based upon the miles between the origin and the destination, the mileage must be listed.

(8) The estimated total weight of the shipment if the carrier's rate is based on the weight of the shipment.

(9) All costs related to storage time, if applicable.

(10) The planned pickup and delivery dates for the shipment; in the event that the pickup and delivery dates have not been determined by the consumer, the estimate must indicate "telephone notification" in the space provided for the pickup and delivery dates.

(11) The carrier's choice of reimbursement option(s) for the consumer as required in rule 4901:2-19-06 of the Administrative Code.

(12) If the carrier chooses the right to repair any damaged goods in lieu of reimbursement, a statement explaining this right.

(13) If the consumer and the carrier agree to a deductible amount against any reimbursement for lost or damaged goods, a statement identifying the amount of the deductible and a place for the consumer to initial the agreement to signify that the consumer elects such limitation.

(14) The total estimated cost for the shipment.

(15) A statement of the specific methods of payment that the carrier will accept on delivery.

(16) The following statement regarding consumers' rights and responsibilities in Ohio:

"You have a minimum of sixty days from the date of the move to file a claim for any damaged or missing goods. The carrier must acknowledge receipt of your claim within fifteen days after receiving it and must respond to you within thirty days. If your complaint is not resolved after you have called the carrier, you may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov> Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service)."

(17) A signature line for the consumer to sign to accept the estimate. The signature line must include the date on which the estimate was accepted. The following statement must be entered in boldface type or contrasting color above the signature line:

"I accept the above estimate by ____ (carrier). I understand that by accepting this estimate, I am entering into a contract with ____ (carrier) to perform the work described in the estimate."

(E) Nonbinding estimates

(1) A carrier may provide a nonbinding estimate of the approximate costs of transporting such goods.

(2) Nonbinding estimates shall be provided only after a visual inspection of the goods by the estimator.

(a) The carrier may charge a reasonable fee for performing the visual inspection, provided that this fee is disclosed to the consumer prior to the visual inspection and the amount of the fee shall be credited to the shipment's rates and c Top

the consumer accepts the carrier's estimate.

(b) A consumer may waive its right to a visual inspection by personally signing a waiver on the written estimate.

(3) All nonbinding estimates shall be reasonably accurate and in accord with the carrier's tariff.

(4) The final charges on shipments moved shall be determined by the carrier's tariff.

(5) In addition to the requirements of paragraph (D) of rule 4901:2-19-08 of the Administrative Code, all nonbinding estimate forms shall include the following:

(a) On its face, in boldface type or a contrasting color, the following statement:

"This estimate is a nonbinding estimate. If this estimate is accepted, the cost may exceed, or be less than, the amount contained in this estimate."

(b) The rates, charges, and provisions of the carrier's tariff applicable to the shipment. All rates and charges shall be clearly and explicitly stated per unit in U.S. dollars and cents. Rates may be stated in any measurable unit verifiable by the consumer.

(c) A statement for a consumer to personally sign to waive a visual inspection;

(d) The following statement above the signature of the person preparing the estimate: "This is an estimate only. Actual charges will be based upon services provided."

(6) A carrier may provide a nonbinding oral estimate in lieu of a written estimate in the following situations:

(a) When the consumer requests an estimate five days or less prior to the Top

scheduled move.

(b) When the total charges for the oral estimate equal five hundred dollars or less.

(7) In the event that the carrier provides an oral estimate, the carrier must provide a bill of lading in accordance with the terms of rule 4901:2-19-09 of the Administrative Code.

(F) Binding estimate

(1) A carrier may provide a binding estimate of the costs which the consumer will be required to pay for the services included in the estimate.

(2) A consumer shall accept the binding estimate by signing on the signature line provided for in paragraph (D)(17) of this rule. The carrier shall retain at least one copy of the estimate and shall provide one copy of the estimate, signed by both parties, to the consumer.

(3) Following acceptance of the binding estimate by the consumer, both the carrier and consumer shall be contractually bound by the estimate.

(4) The carrier may require the consumer to provide a deposit upon acceptance of the estimate by the consumer.

(5) In addition to the requirements of paragraph (D) of rule 4901:2-19-08 of the Administrative Code, a binding estimate shall clearly indicate on its face, in boldface type or a contrasting color, that the estimate is binding on the carrier for the household goods and services identified on the estimate and that the charges shown are the charges that will be assessed for the services identified in the estimate.

(6) A carrier may provide a binding oral estimate in lieu of a written estimate when

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the total charges for the oral estimate equal five hundred dollars or less.

(7) In the event that the carrier provides an oral estimate, the carrier must provide a bill of lading in accordance with the terms of rule 4901:2-19-09 of the Administrative Code.

(G) Guaranteed-not-to-exceed estimates

(1) A carrier may provide for an estimate on a guaranteed-not-to-exceed basis. The carrier shall specify the maximum charge which the consumer will be charged for the shipment. The consumer shall be liable for the maximum charge specified in the estimate or the charges determined by applying the carrier's tariff, whichever is less.

(2) A consumer shall accept the guaranteed-not-to-exceed estimate by signing on the signature line provided for in paragraph (D) (17) of this rule. The carrier shall retain at least one copy of the estimate and shall provide one copy of the estimate, signed by both parties, to the consumer.

(3) Following acceptance of the guaranteed-not-to-exceed estimate by the consumer, both the carrier and consumer shall be contractually bound by the estimate.

(4) The carrier may require the consumer to provide a deposit upon acceptance of the estimate by the consumer.

(5) In addition to the requirements of paragraph (D) of rule 4901:2-19-08 of the Administrative Code, a guaranteed-not-to-exceed estimate:

(a) Shall clearly indicate on its face, in boldface type or a contrasting color, that the consumer shall be liable for the lesser of the maximum charge specified in the guaranteed-not-to-exceed estimate for the household goods and services identified on the estimate or the charges determined by applying the car

Top

tariff.

(b) Must contain the rates, charges and provisions of the carrier's tariff which are applicable to the shipment. All rates and charges shall be clearly and explicitly stated per unit in U.S. dollars and cents. Rates may be stated in any measurable unit verifiable by the consumer.

(6) A carrier may provide a guaranteed-not-to-exceed oral estimate in lieu of a written estimate when the total charges for the oral estimate equal five hundred dollars or less.

(7) In the event that the carrier provides an oral estimate, the carrier must provide a bill of lading in accordance with the terms of rule 4901:2-19-09 of the Administrative Code.

(H) Addendum to original estimate

(1) If, at the time the shipment is picked up or delivered, a consumer adds household goods or requests services which were not identified in the original estimate, then prior to loading or unloading the additional household goods or providing the additional services, the carrier may either reaffirm the original estimate or provide to the consumer an addendum estimating the charges for the additional household goods or services.

(2) Any such addendum to the estimate must conform to all of the provisions of this rule.

(3) Once a shipment is loaded, failure to execute a new binding estimate or a nonbinding estimate signifies that the carrier and consumer have reaffirmed the original estimate.

(4) In the event that the consumer or its representative is not available to sign the addendum, the carrier must advise the consumer or its representative by telephone of the terms of the addendum and enter "telephone authorization received" in the space for the consumer's signature.

(I) Estimates for shipment of household goods provided by interstate household goods carriers shall be determined by 49 C.F.R. 375, 401 to 409 as effective on the date referenced in paragraph (E) of rule 4901:2-19-02 of the Administrative Code.

Supplemental Information

Authorized By: 4921.36, 4921.38

Amplifies: 4921.36, 4921.38

Five Year Review Date: 10/31/2021

Prior Effective Dates: 5/25/1989, 7/15/1999, 4/10/2009, 9/16/2011

Attachment 6**Acknowledgment Of Move Completion, Delivery Receipt & Itemize Of Charges****All My Sons****HOUSEHOLD GOODS BILL OF LADING/ FREIGHT BILL AND ESTIMATE FOR SERVICES**

29085


**All My Sons Moving & Storage Of Cincinnati, LLC. .
3010 Harris Ave Norwood, OH 45212**

Office : 513-579-9800		Customer Care : 866-941-1849	
PUCO No. 00139751-H		MC NO : 395551	
USDOT NO : 813409			
Name:	Mei-Ling Liber		
CID:	8098019		
From:	3048 Taylor Ave ,CINCINNATI,OH,45220		
To:	4721 Madison Rd,CINCINNATI,OH,45227		
Moving Date:	5/27/2021		
Start Time:	10:15AM ML Initial		
End Time:	4:15PM ML Initial		
Labor Charge:	\$ 1,029.25		
Minimum Labor Charge:	\$ 0.00		
Labor Hour:	5.75		
OverTime Hour:	0		
Fuel Charge :	\$ 169.16		
Travel Time Charge:	\$ 179		
Packing Materials:	\$ 30		
Speciality Items:	\$ 0		
Additional Charge:	\$ 0		
Storage:	\$ 0		
Credit Card Fee:	\$ 0.00		
Total Charges:	\$ 1,407.41		
Payment:	\$ 1,407.41		
Discount:			
Balance Due:	\$ -0.01		
To Bill To CC:	\$ 0.00		
Name	No. Of Items	Price Per Items	
Mattress Bag	2	15.00	

CUSTOMER ACKNOWLEDGEMENT OF SERVICES & DELIVERY RECEIPT :

- (1) I HAVE PERFORMED A FINAL WALKTHROUGH OF MY RESIDENCE AND CONFIRM THAT ALL SERVICES ARE COMPLETE;
 (2) I HAVE NOTED IN THE "CUSTOMER REMARKS" SECTION ANY & ALL DAMAGE TO MY PROPERTY AND/OR MY HOUSEHOLD GOODS CAUSED BY ALL MY SONS;
 (3) ALL MY SONS SHALL NOT BE LIABLE FOR ANY DAMAGES THAT OCCURRED BEFORE THE SERVICE WAS PERFORMED OR AFTER THE SERVICE IS COMPLETED.

CUSTOMER AGREEMENT TO PROCESS PAYMENT: I VERIFY RECEIPT OF ALL MATERIALS AND SERVICES AND AGREE TO PAY ACCORDING TO MY CARD ISSUER AGREEMENT, ITEMIZATION OF CHARGES ABOVE AND THE TERMS AND CONDITIONS OF THE BILL OF LADING ISSUED IN CONNECTION WITH MY MOVE. I VERIFY I HAVE RECEIVED THESE SERVICES AND AGREE THAT ANY DAMAGES OR CLAIMS THAT ARISES WILL BE HANDLED DIRECTLY WITH AMS CUSTOMER CARE IN ACCORDANCE TO THE REGULATORY GUIDELINES DEFINED BY THE BILL OF LADING.

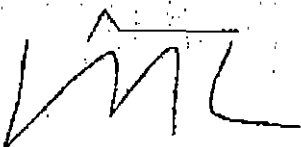
CUSTOMER

DATE : 05/27/2021

CARRIER

DATE : 05/27/2021

(2) RECEIPT OF PAYMENT MOVER : ALL MY SONS MOVING & STORAGE OF CINCINNATI, LLC..

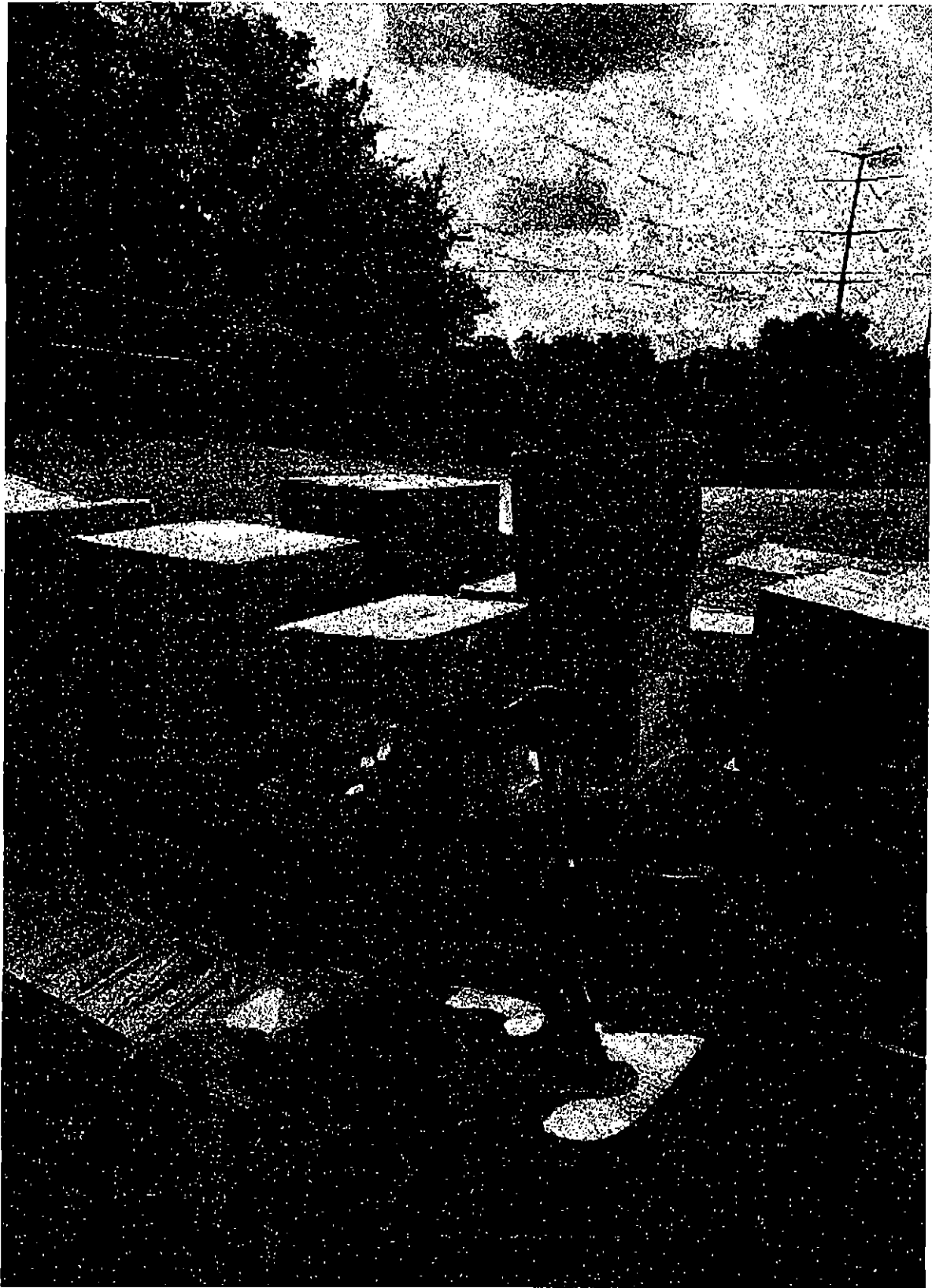
BY:

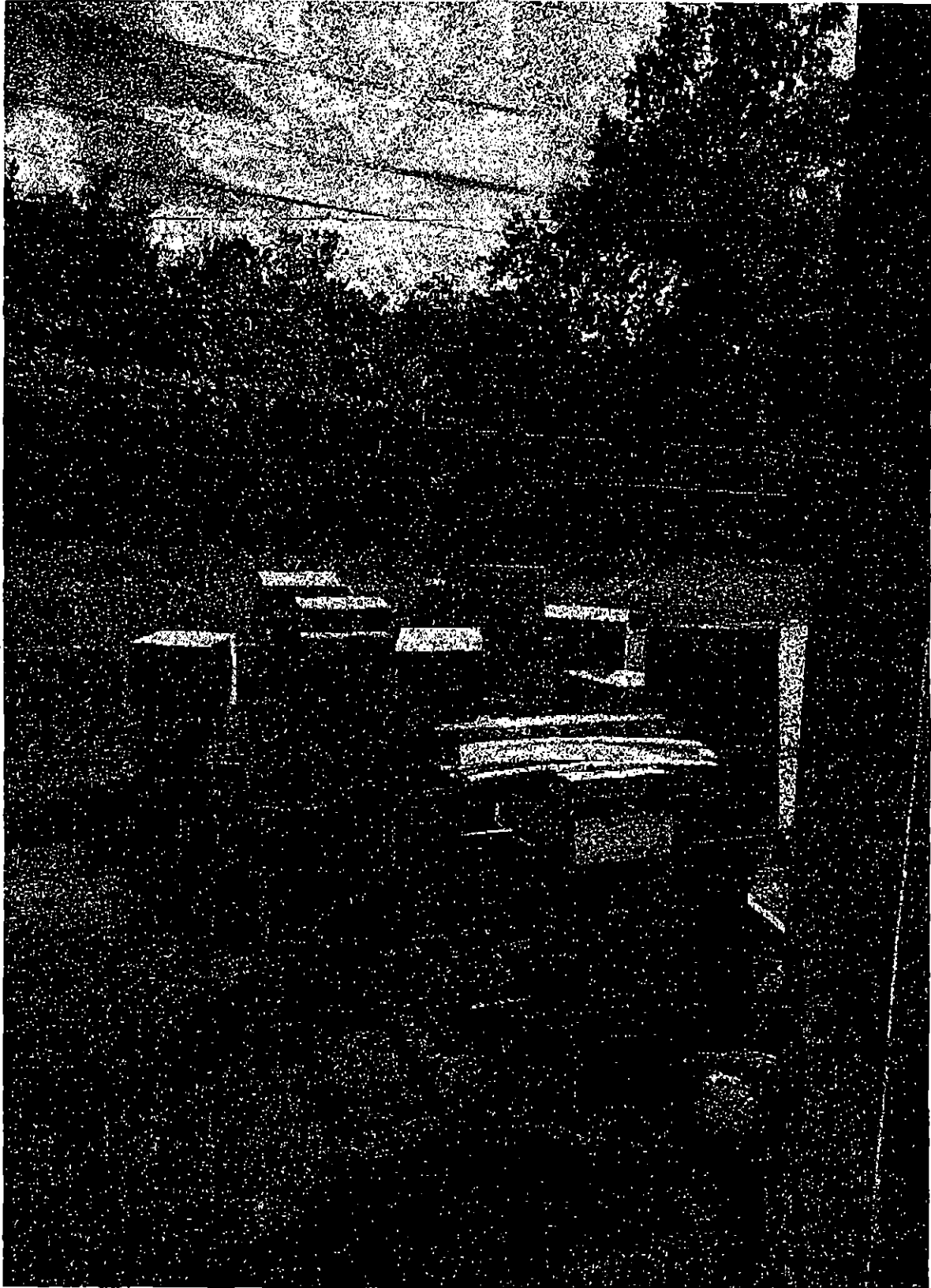
The following images were scanned as received

Attachment 7 - Pictures of remaining
boxes









BBB CASE#: 91599180

*** If you have information you would like to provide regarding this complaint or need to upload a document, click [here](#). ***

Attached documents, if there are any, can be found in the "Complaint Status" area under the various links. Or they can be found below in the section call "All attachments for this complaint."

Complaint filed by:

Mei-Ling Liber (More)

Complaint filed against:

All My Sons Moving & Storage (More)

Complaint status:

Activity

Date	Activity	Description
09/04/2021	BBB Review Consumer's Response	(The consumer indicated he/she DID NOT accept the response from the business.) I will accept the proposed resolution if I am reimbursed the \$30 I was charged in addition for mattress covers. I asked one of the movers to use existing boxes I had for the mattresses but they declined and I was not aware that I had been charged for these materials. That not fair to the customer when I had perfectly good boxes to use. In addition, I would like to receive an adjusted fuel surcharge to reflect the updated hours for the move. This is 14% of the total hours for labor and travel time, or 5 hrs x \$179/hr = \$895 x 0.14 = \$125.3. I was initially charged \$169.16 for fuel, so that would be a reimbursement of \$-13.86 for the fuel adjustment. The total requested reimbursement amount therefore comes to \$73.86
08/03/2021	Consumer rejects business' final offer	
08/03/2021	Send Business' Rebuttal Response to Consumer	
08/02/2021	Received Business' Rebuttal Response	Thank you for your response. We apologize again for your experience. We will continue to use any feedback received as an opportunity to create a better experience for our customers. Thank you for being a customer.
07/30/2021	Customer Disput Notice to Company	(The consumer indicated he/she DID NOT accept the response from the business.) All my sons intentionally gives very low estimates for their moving quotes in order to get customers to use them for moving services. reputable company would've showed up at my residence prior to moving day to provide a more accurate quote (I have had moving companies do this for me) instead of misleading customers and then holding their household goods for ransom on the truck. Very unprofessional movers as well smoke breaks every hour had to tell them multiple times to stop my furniture. This is definitely one of worst moving companies I've ever dealt with. I'm contemplating lawsuit at the moment for their racketeering business practices.
07/29/2021	Customer Disput - Member Company - BBB Review	
07/29/2021	Forward Business response to Consumer	Thank you for the opportunity to address your concerns. Please accept our sincere apology regarding your experience. After carefully reviewing your move details, we have confirmed that your quote included 3men at \$179.00, 2-hr labor minimum labor, 1-hr travel time at a 14% fuel surcharge. AMS bills hourly, therefore all charges are calculated upon completion of the move. After carefully reviewing your bill and our GPS system, our records indicate that your charges are valid. Regarding the lunch break mentioned and the faulty tablet, I will provide a one time adjustment of 1hr(\$179.00). Please allow 3-5 business days to see this credit reflect on your account. Further adjustment will not be provided beyond this point. We apologize again for your experience and we appreciate your business. Thank you for being a customer.
07/28/2021	Receive Business Response	
07/19/2021	Notify Business of Dispute - Member	
07/19/2021	Send Acknowledgement to Consumer	
07/19/2021	Case Reviewed by BBB - Member	
07/16/2021	Case Received by BBB	

Case Description:

On April 24, 2021, I contacted All My Sons and spoke with Tray Goodwin, the Ops Manager. I was originally quoted \$814 (\$179/hr for 3 movers, \$179 for travel, and 14% fuel surcharge. He stated that there would be a 3 hr min, and after what I described was in my house he stated that the movers could move everything in approx 8 hrs. I asked Tray if the company gave a military discount, and he said yes, he would give me \$50. With a \$100 deposit and \$50 credit, the total est was \$664.24. My bill on moving day (May 2) was 2x this amount, at \$1407.41. I do not agree with the labor hrs - movers had an issue with a tablet (paperwork for me to sign) that prevented them from starting until 10:45 AM and took a 30 min lunch break around 1 PM. They deny taking this lunch break, however, I waited for over 45 min for them to come to the storage unit. I also am not counting the multiple breaks 2 movers took to smoke their vapes (possibly 1 eve hr). I should not be penalized and pay for this.

(Less)

BBB Designated Category:

Billing or Collection Issues

Case opened date:

07/19/2021

Case closed date:

Desired Resolution:

Billing adjustment: Billing adjustment... (More)

Optional: You may download a copy of this complaint as you can print it for your records.

Once you have submitted your response, you can download a copy of this complaint including your response by clicking the link above.