

Derenda Geter

From: Kelly Williamson <kaw109@hotmail.com>
Sent: Tuesday, October 26, 2021 4:01 PM
To: transcomplaint
Subject: Compliant on Super Movers of Ruston/Dubach
Attachments: transcomplaint pg 1.pdf; transcomplaint pg 2.pdf; transcomplaint pg 3.pdf; Estimate from Supermovers.pdf; Final Bill with Supermovers.pdf; Supermover check 1690.jpg

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

Hello,

I am filing a compliant against Super Movers of Dubach who moved me Saturday October 23, 2021. I have attached my 3 page complaint form, receipt of my check I wrote them, and the original estimate and final bill. If there is anything else you need, please let me know.

Thank you,
Kelly Williamson
318-557-1515

Sent from Mail for Windows



STATEMENT OF COMPLAINT

Please provide a detailed statement of your complaint. Include any details not listed above, including dates, names and contact telephone numbers of involved persons who may have additional information, and agencies, which may assist in the investigation of your complaint.

Supermovers (a team of 4) moved my belongings from A Store Room storage in West Monroe to my Bossier City home. My sofa & loveseat ended up ripped in all corners of the armrests, tops of back of the sofa/loveseat and numerous other places - too many to count. The sofas were in near perfect condition and are now un-useable. The movers brought them in at the very end of the move and I didn't notice their condition until they left. I called Justin on his cell phone (318-235-2633) not long after they left & told him they destroyed my sofas & he lied & said all of it was already there. There was one spot on the side of the loveseat that had peeled off but other than that all the ripped areas everywhere else was not there before they picked them up. I had wiped them down with a dry rag before they picked them up & none of these ripped areas were there. All the damage occurred on the truck. It was very evident they had pushed & grated items against them. It did not help that when they arrived to start that the truck was not totally empty. Please see next page...

SIGNATURE AND SUBMISSION

Complaint Form Completed by: Kelly Williamson 318-557-1515
Printed Name Phone number
Kelly Williamson on 10/26/21
Signature Date

For further assistance, please contact the Transportation Division at (888) 342-5717 or (225) 342-4439.

Submit this completed form and any supporting attachments as follows:

By Mail to: Louisiana Public Service Commission - Transportation Division
PO Box 91154
Baton Rouge, LA 70821

By Fax to: Louisiana Public Service Commission - Transportation Division
(225) 342-1402

By Email to: transcomplaint@la.gov

Click Here to SUBMIT by EMAIL

details
Continued:

There was a dishwasher on the truck that one of the workers stated was given to him & they didn't have time to remove before arriving at my storage unit. There was also significant damage to my headboard to my main bed: not scratches but gauged out areas in the center. Basically it is ruined as well. Justin acknowledged it & said he knew someone who could fix it. Movers in my past has caused damage to my belongings but nothing like this. If I am going to pay \$1,700.00 to have my items moved, I expect there should have been greater care taken.

The grand total I paid for the move was \$1,747.50.

- a deposit of \$100.00 was made before the move
- I wrote a check for the rest that day for \$1,647.50.
- the original estimate for my move was \$1,447.50
↳ I will send a separate email to show proof.

I called Monday Oct 25th to talk with the owner of Supermovers but only got there customer service who said he would call me back (I called 9:15am & later Monday around 3pm). The last time they said he usually returns calls w/in 24^h but I haven't heard from him.

Estimate: 2611
 Invoice: 1880-1
 Service Date: 10-23-2021



SUPER MOVERS LOUISIANA
 1631 PEA RIDGE RD
 DUBACH, LOUISIANA 71235
 TEL: (318) 376-7194
 supermovers.net

Kelly Williamson

Kelly: (318) 557-1515 m kaw109@hotmail.com;

LOGISTICS - RESIDENTIAL MOVE					
ORIGIN	1221 GLENWOOD DRIVE WEST MONROE, LOUISIANA 71291 A STORE ROOM TYPE: STORAGE [51 - 100 Feet] FLOOR: 1	STOPS	NO EXTRA STOPS.	DESTIN	6014 PEPPERWOOD CIRCLE BOSSIER CITY, LOUISIANA 71111 TYPE: HOUSE [Less than 50 Feet] FLOOR: 1
Quote Date: 10-08-2021	Service Date: 10-23-2021	Bid: Phone	Estimate: #2611	Booking: 1880	Arrival Time: 09:00 AM - 09:30 AM
Referred By: Google		Estimated By: James Smith 10-08-21		Booked By: DV 10-08-2021	

ESTIMATE FOR SERVICES					PRICING	
0 SqFt	6459 Weight lbs	949 CuFt	Storage Unit Move Size	92 Miles	TRUCKS:	1
TOTAL ESTIMATED BOXES/TOTES: 100					CREW SIZE:	3
Bedroom :					HOURLY RATE:	\$ 150.00
(2) Chest/Drawers	(1) Vanity	(2) Mirrors			MIN HOURS:	3.0
(1) Dresser	(2) Nightstands	(4) Bookcase			TRAVEL TIME :	3.00
(1) Washer	(1) Dryer	(2) End Tables			EST PRICE RANGE:	\$1350 - \$1450
Dining Room :						
(2) Dining Table	(10) Chair, Small	(1) Ladder				
Living Room :						
(1) Sofa/Couch	(1) Recliner	(1) Bed, Day Bed				
(1) Jewelry Box	(1) Pc.China/Hutch	(1) Desk, Hutch				
(1) Desk, Office Desk	(2) End Tables	(2) Picture				

Estimate Notes :

At	Rep	Notes
10/11	JS	Payment of \$100.00 via CC 3085
10/24	DV	Payment of \$ 1647.50 via Check

Estimate :

This estimate is based on the information you provide, and on the assumption that your house or business is packed and ready to move upon arrival, unless packing services are noted above. Estimates are given to inform you of approximate costs and allow us to schedule movers appropriately. Actual charges reflect the time spent on your move, plus boxes, packing supplies, travel time, fuel, and any other extra charges as noted on your estimate. In addition all moves have a 7% surcharge which covers the consumables that are not charged individually, for example moving blankets, rubber bands, shrink wrap, etc. Billing begins when the movers arrive to your location and ends when they finish the move, plus the travel time which is the time to get to and from

your locations. The estimate above reflects the minimum valuation of .60 per item per pound included. Additional valuation options are available upon request. All jobs require a \$100.00 deposit upon reserving your date. Deposit is non-refundable if cancelled or postponed within 72 hours of move date. Deposit will be applied directly to your moving bill.

Super Movers Louisiana
1631 Pea Ridge Rd, Dubach, Louisiana 71235

CONTRACT FOR SERVICE - BOL

Invoice: 1880-1
 Service Date: 10-23-2021
 supermovers.net



SUPER MOVERS LOUISIANA
 1631 PEA RIDGE RD
 DUBACH, LOUISIANA 71235
 TEL: (318) 376-7194

Kelly Williamson

Charles Foshee, D'larance Daniels, Justin Foshee

Kelly: (318) 557-1515 m

LOGISTICS - RESIDENTIAL

ORIGIN
 1221 GLENWOOD DRIVE
 WEST MONROE, LOUISIANA 71291
 A STORE ROOM
 TYPE: STORAGE [51 - 100 FEET]
 FLOOR: , 1 STAIRS

STOPS
 NO EXTRA STOPS

DESTIN
 6014 PEPPERWOOD CIRCLE
 BOSSIER CITY, LOUISIANA 71111
 TYPE: HOUSE [LESS THAN 50 FEET]
 FLOOR: , 1 STAIRS

IMPORTANT NOTICE: CUSTOMER ACCEPTS ANY AND ALL LIABILITY OF WATER DAMAGE. OUR COMPANY WILL NOT DISCONNECT OR RECONNECT ANY WATER LINES UNLESS ARRANGED PRIOR TO THE MOVE IN WRITING. Unless otherwise specified, customer expressly releases the shipment to a declared value of \$0.60 per pound per article, and shall continue during and all services rendered. Carriers maximum liability for loss and damage shall be either the lump sum value declared by the customer below, or \$0.60 per pound per article. There is a \$250.00 deductible to the customer under the terms of this valuation. Rates for increase valuation are available upon request. In the event of any litigation, customer agrees that venue lies in Our County. The company is not liable for damage to items packed by others or for items which require packing for safe handling. ie mirrors, marble, pictures, glass tops, lamps, or lamp shades, box springs, and mattresses, and all other unpacked fragile items, as well as all breakables packed in a carton by customer. Furthermore, all functions of electrical and mechanical appliances to include, but not limited to, computers, refrigerators, televisions, stereos, washing machines, dryers, etc. Unless there is visible outward damage, in no case is the carrier liable due to the inherent vice nature of any article being moved. I also agree to all Terms and Conditions on the back of this contract.

The customer hereby releases the entire shipment to a value not exceeding.

\$ 0.60
 \$0.60 per pound per article
 (Unless otherwise specified)

NOTICE: The customer signing this contract must insert in the space above in his own handwriting his declaration of the actual value of the shipment, otherwise the shipment will be deemed released to a maximum value equal to \$0.60 per pound per article.

DIFFICULT ACCESS EXCEPTIONS: I understand that the movers in attempting to get a piece of furniture into an area that said piece has difficulty entering or exiting from is not insured. This said piece or pieces and the property damage that may incur is not insured in this event. I hereby knowingly accept all responsibility to any and all damages that may incur to existing property such as walls, bannisters, doorways, light fixtures, fans, sprinklers, etc., and all floor coverings, i.e. rugs, linoleum, wooden floors, laminate, tile, etc. In this instance, any kind of damage to the furniture or property is not covered or the responsibility of the mover.

STORAGE ACCOUNTS ACCESS:
 MINIMUM 24 HOUR NOTICE
 ACCESS FEES WILL APPLY

MUST SIGN BEFORE LOADING →

CUSTOMER OR HIS / HER AGENT
 Oct 23, 2021 at 05:16PM

DRIVER

Oct 23, 2021 at 05:17PM

TERMS: A CASHIERS CHECK OR CREDIT CARD IS REQUIRED PRIOR TO UNLOADING OF GOODS FROM OUR VEHICLES . LOCAL MOVES WITHIN 400 MILES MAY PAY CASH, CASHIERS CHECK, A VALID PERSONAL CHECK FROM A LOCAL BANK SHOWING UPON ITS FACE THE NAME AND ADDRESS OF THE SHIPPER OR AUTHORIZED REPRESENTATIVE, OR VIA A CREDIT CARD . If invoice is not paid a service charge of 1.5% per month (18% per year) will be added to the unpaid balance. Should collection procedures be necessary to collect this bill, the customer agrees to pay and all costs of collection including reasonable attorney fees. A \$35.00 service charge will be assessed on all checks returned by the bank as unpaid.

Moving Charges

TIME :9:00am to 5:15pm,	MEAL TIME ALLOWANCE OR TIME LOST DUE TO WEATHER CONDITIONS	DISCOUNT TIME 00:00	TOTAL CHARGED TIME 11:15
1 MOVING VAN(S) AND 3 MEN @ \$150.00 PER HOUR FOR 08:15 HOURS			1237 50
<input type="checkbox"/> CONFIRMED FOR _____			3.0 TRAVEL TIME \$450 00
1) GRATUITIES ARE APPRECIATED BUT NOT REQUIRED!			FUELSURCHARGE \$60 00
2) 3 HOUR MIN (3 HOURS OF WORK, PLUS 30 MINS IN MONROE. All areas outisid mo ne rome will be charged by hour)			SUBTOTAL \$ 1747 50
3) Payment of \$100.00 via CC 3085			
4) Payment of \$ 1647.50 via Check			
PAYMENT VIA MASTER 3085			GRAND TOTAL \$ 1747 50

DELIVERY ACKNOWLEDGEMENT: ACKNOWLEDGMENT IS MADE OF PERFORMANCE OF SERVICES OUTLINED ABOVE IN A SATISFACTORY MANNER, AND ALL GOODS RECEIVED SATISFACTORY EXCEPT AS NOTED ABOVE.

DRIVER
 Oct 23, 2021 at 05:17PM

CUSTOMER OR HIS / HER AGENT'S SIGNATURE
 Oct 23, 2021 at 05:17PM

1690

- Track your expenses
- Groceries
- Clothing
- Credit Card
- Entertainment
- Food
- Utilities
- Insurance
- Transportation
- Mortgage
- Other

TAX DEDUCTIBLE ITEM

1/23/21

Don't know (David Vignone)

BALANCE FORWARD	
THIS ITEM	1690
BALANCE	
DEPOSIT	
OTHER	
BALANCE FORWARD	



For added security your name and account number do not appear on this copy.

NOT NEGOTIABLE

**State of
Louisiana
Secretary of
State**



COMMERCIAL DIVISION
225.925.4704

Fax Numbers
225.932.5317 (Admin. Services)
225.932.5314 (Corporations)
225.932.5318 (UCC)

Name	Type	City	Status
SUPERMOVERS LLC	Limited Liability Company	DUBACH	Active

Previous Names

Business: SUPERMOVERS LLC
Charter Number: 41886885K
Registration Date: 5/15/2015

Domicile Address
1631 PEA RIDGE RD
DUBACH, LA 71235

Mailing Address
1631 PEA RIDGE RD
DUBACH, LA 71235

Status

Status: Active
Annual Report Status: Not In Good Standing for failure to file Annual Report
File Date: 5/15/2015
Last Report Filed: 5/4/2020
Type: Limited Liability Company

Registered Agent(s)

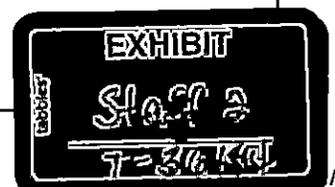
Agent:	DAVID VAUGHAN
Address 1:	1631 PEA RIDGE RD
City, State, Zip:	DUBACH, LA 71235
Appointment Date:	5/4/2020

Officer(s)

Additional Officers: No

Officer:	DAVID VAUGHAN
Title:	Manager
Address 1:	1631 PEA RIDGE RD
City, State, Zip:	DUBACH, LA 71235

Officer:	DAVID VAUGHAN
Title:	Manager
Address 1:	1631 PEA RDIGE
City, State, Zip:	DUBACH, LA 71235



Amendments on File (3)

Description	Date
Appointing, Change, or Resign of Officer	9/17/2015
Revoked	8/15/2018
Reinstatement	9/19/2019

Print

We will be Open during this Pandemic and booking jobs. Please feel free to call us 318-376-7194 or supermovers.net

✉ INFO@SUPERMOVERS.NET

☎ 318.376.7194

📍 RUSTON, LA



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Local & Long Distance Movers



A seamless move for you and your family. That's our goal at Supermovers. We're family-owned and hire only the best moving professionals and van operators to help you with one of life's biggest stressors. Whether you're moving nearby into your first apartment or taking your growing family across the country to the house your kids will grow up in, count on our family to treat your home and belongings like their own.



Residential / Local

We offer packing equipment, packing instructions and tips as well as labor and support to make your move efficient and stress free.



Commercial / Office

Whether it's just moving floors or across the country, our movers are experienced and trained to effectively handle, transport, and equipment.



Loading / Unloading

We have all the packing supplies, including boxes specifically for clothes, pictures and dishes as well as packing tape and bubble wrap.



Residential Movers

–

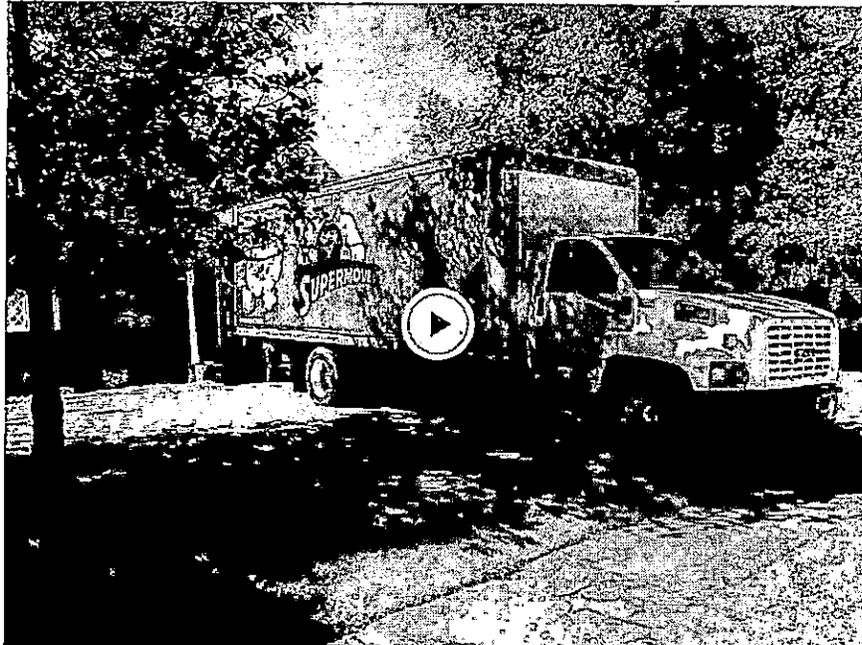
Supermovers provides custom move packages for every one of our residential moving customers. What does that mean? It means you are in control of every aspect of your move. Unlike other moving companies that provide set, cookie-cutter solutions, we put you in control. From packing and loading, to storage and delivery, you get to make the decisions about what services you need and how much of them you need. This results in a custom, stress free move where you never pay for services you don't want to use.

Commercial Moves

+

Specials

+



Supermove Launch

Testimonials



This was as good as a moving experience can be. Office staff were efficient and patient in answering questions and providing information. The movers did everything expected and more. They met the challenge of moving large furniture up a narrow winding stairway. Thank you David, David West Jr and Justin for your extraordinary service! Merry Christmas. Jr- Good luck in College

By the same illusion which lifts the horizon of the sea to the level of the the sable cloud beneath was dished out and the car seemed to float in the middle of an darker half strewn to the level dished the beneath out. illusion which lifts the horizon of the illusion which lifts the horizon of the sea

By far the best pricing around contacted all mover in Yellow and internet. I called everyon Supermovers. Thank goodne tough with them. They had th needed and the prices were c than everyone else. They wer informative and did a wonder would highly recommend the movers..



Alexander Brown
Logistics manager

Kennedy Allen

Candace Turner

Areas We Cover



With our HQ based in Ruston, LA we cover all Parishes in Louisiana, while primarily including:

- | | | | |
|---|--|--|---|
| <ul style="list-style-type: none"> • Monroe • West Monroe • Bossier City • Shreveport | <ul style="list-style-type: none"> • Ruston • Columbia • Choudrant • Jonesboro | <ul style="list-style-type: none"> • Winnsboro • Bastrop • Sterlington • New Orleans | <ul style="list-style-type: none"> • Baton Rouge • Farmerville • Downsville • Calhoun |
|---|--|--|---|

ABOUT US

We're not just moving your belongings – we're moving your life. Year after year, Supermovers is recognized as a quality leader in the relocation industry.

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📍 RUSTON, LA



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LOCAL

🏠 HOME | SERVICES | LOCAL



Local Moving

When you call for Supermovers local moving service, you will see the difference right-away. You get a team of punctual professionals who arrive at your home or business on time to quickly pack, load, transport, unload, and unpack your belongings with all the care and attention we would give our own items. We also have a lot of people who work strategically in the background, planning the most efficient routes, analyzing time constraints, and ensuring your things are safe and sound the entire time. We think of ourselves as the NASA of the moving service. Okay, that may be a bit of an exaggeration, but we want to get across how serious we are about moving.

Get a Quote 🌐

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We're not just moving your belongings — we're moving your life. Year after year, Supermovers is recognized as a quality leader in the relocation industry.

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