

- Recommendation: I would highly recommend your service in the future
- Customer Name: Ted Neroda
- Moving Date: 11/08/2007
- Comments: I moved from Glendale, CA to Alameda, CA. I had never used a moving company before, was a little hesitant hearing all of the horror stories, and decided to go with Flatrate due to the overwhelming quantity of positive reviews and the high rating with the BBB. The guaranteed price attracted me because the last thing I wanted to deal with at my new home in Alameda was some surprise, exorbitant increase in the price. I had received quite a few quotes, all of them lower, but had been warned numerous times that the price could double at the time of the drop, a potential nightmare.

Not so with Flatrate. I knew where I stood right after Troy drew up the estimate. Overall, an easy experience that allowed me to focus on other matters pertaining to my move. I was impressed that Flatrate sent someone out to my residence without a guarantee that they would ever receive money from me. Troy went through each room with me and took notes the whole way.

On the day of the move I was astounded at how efficient the movers were.

Julio was the lead that day. With Gregory and Juan they had my furniture wrapped in blankets and plastic to the point where I no longer recognized it. All of my lamps, including bulbs, clothes, and glass framed pictures were carefully wrapped and packed. Boxes disappeared six at a time. They never stopped for a break. They had such a tight system down, I just stayed out of their way and let them work. Amazing.

At the drop, all went smoothly. They reopened my furniture and arranged heavy items where I wanted. Julio made sure I inspected the truck after they were done. Now that I am unpacked, I can say that not one glass or dish was broken, not one piece of artwork was damaged or compromised. No tears, dings or dents in the furniture. Amazing. I do not think I could have done such a flawless job if I had moved it all myself. These guys showed an effort and level of sensitivity that I would expect if