

**BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of Determining the Proper)	DOCKET TV-143357
Carrier Classification of, and Complaint for)	
Penalties against:)	
)	DECLARATION OF
DORFMAN, GIL d/b/a GTS SHIPPING)	MEGAN BANKS
WINDOW, INC. aka NW RELOCATION)	
)	

Megan Banks, under penalty of perjury under the laws of the State of Washington, declares as follows:


1. I am employed by the Washington Utilities and Transportation Commission (Commission) as a Compliance Investigator in the Consumer Protection and Communications Section. As a Compliance Investigator, my responsibilities include conducting investigations regarding the business practices of regulated utility and transportation companies. As part of those duties, I investigate household goods carriers that may be operating without the required Commission permit.
2. I began an investigation into the activities of Gil Dorfman d/b/a GTS Shipping Window, Inc. aka NW Relocation in May 2014 because I received an email from a permitted carrier with a link to the company's website, nwrelocation.com. The website provided a telephone number for the company, (888) 869-7356.¹
3. I reviewed Commission records related to Gil Dorfman d/b/a GTS Shipping Window, Inc. aka NW Relocation to determine whether the company held a household goods permit. According to Commission records, as of August 22, 2014, there is no record of Gil Dorfman d/b/a GTS Shipping Window, Inc. aka NW Relocation now (or ever) holding a household goods permit.
4. On May 15, 2014, and again on June 13, 2014, I conducted an Internet search for advertising for GTS Shipping Window, Inc. aka NW Relocation. I found advertisements on www.nwrelocation.com, and www.yelp.com. The company's website, www.nwrelocation.com/long-distance-moving/seattle-washington/ states that, "Northwest Relocation offers a complete line of

¹See Attachment A for advertisements from www.nwrelocation.us/long-distance-moving/seattle-washington/ and www.yelp.com, which I printed on May 15, 2014, and June 13, 2014.

professional moving and storage solutions.” In addition, the company offers: “Free local shuttle service...,” “Free Mattress Protection...,” and “30 days free storage,” among other offers. The www.yelp.com advertisement states that the company is “Portland’s most trusted movers!”²

5. On June 12, 2014, I called (888) 869-7354 and spoke to a man who identified himself as “Ryan Alexander” from the Portland office of NW Relocation. I requested an estimate for a move within Seattle. “Ryan” told me the move would cost me \$95 an hour for two men and a truck.
6. On July 24, 2014, commission staff sent a compliance letter to Gil Dorfman d/b/a NW Relocation, 2700 NW St. Helens Rd. Portland, OR 97210, (1) outlining the licensing process for household goods movers, directing Gil Dorfman d/b/a NW Relocation to (2) become licensed within a reasonable time, (3) cease unpermitted operations, and (4) outlining the consequences of operating as an unpermitted household goods mover in Washington state. Mr. Dorfman was required to respond or apply for a permit by August 7, 2014.
7. On August 22, 2014, I confirmed that Mr. Dorfman had not responded and the commission’s compliance letter was not returned. In addition, I confirmed that licensing staff had received no permit application for “GTS Shipping Window, Inc.,” “NW Relocation,” or “Gil Dorfman.” An Internet search on August 22, 2014, produces the company’s website, www.nwrelocation.com/long-distance-moving/seattle-washington/, offering moving services in Seattle, Washington.³
8. On September 11, 2014, I called (888) 869-7356 and requested an estimate for a move within Seattle. On September 12, 2014, a man who identified himself as “Ryan Steele” called and gave me an estimate of \$110 per hour for two movers and a truck.

DATED this 23 day of September, 2014, at Olympia, Washington.


MEGAN BANKS

² See Attachment A for advertisements from www.nwrelocation.us/long-distance-moving/seattle-washington/ and www.yelp.com, which I printed on May 15, 2014, and June 13, 2014.

³ See Attachment B for advertisements from www.nwrelocation.us/long-distance-moving/seattle-washington/, which I printed on August 22, 2014.

Denver Portland Salt Lake City Seattle San Francisco Boise

Leading the Pacific Northwest in affordable moving and storage solutions.

888-869-7356

Long Distance International Local Packing Storage Reviews Blog



Home » Long Distance Moving » Seattle

Seattle

If home is where the heart is, then Seattle is as close as it gets for us at NW Relocation. While NW Relocation's early WA clients were serviced by crews traveling up I-5 from Portland, in 2005 NW Relocation was proud to open its first branch in Seattle, WA.

Now, Seattle and Portland rival each other as the primary hub of all of NW Relocation's continental US operations. NW Relocation is deep rooted in the Seattle community and vastly experienced in what it takes to move its Washington state clients with excellence and attention to their particular needs.

Preparing for your move to Seattle can be tricky if you don't have experienced assistance. People usually don't get to choose when they move but if you're lucky enough to have the option, moving in the summer in Seattle is certainly preferable. Seattle is famous for wet weather, and while Seattle residents know the reputation exceeds the reality, sunshine makes your moving experience just that much less stressful. Founded and experienced in Washington and Oregon moving, NW Relocation's professional movers know how to handle the rain.

NW Relocation uses the thickest, industrial strength mattress protection and upholstery shrink wrap to safeguard your delicate items that short distance as we ferry them from the truck to your door. What's more, unlike our competitors NW Relocation offers these materials and services free-of-charge since we specialize in Pacific Northwest moving services. Most other Seattle moving companies will tack on extra charges for mattress covers and shrink wrap, leaving you with a hefty bill for items that are necessities in our climate - there's nothing worse than being charged extra for services that ought to be standard. This is just one of the many key factors that puts NW Relocation ahead of the competition.

A top 10 Moving Destination in 2012, Seattle has established itself as a 21st century city-on-the-go. A leader in the US tech industry, the city of Seattle rewards those institutions that employ that technology to improve the consumer experience. NW Relocation prides itself on implementing the latest advances in the moving industry to refine its service even more. Our advanced software, equipment and fleet have all contributed to the foundation of NW Relocation as one of the elite moving and storage companies on the West Coast.

What does NW Relocation offer its local Washington clients that other Moving Companies don't:

- Free Local Shuttle Service for all moves originating in the Greater Seattle Metro Area. Seattle is filled with narrow streets and steep hills, from downtown to Capitol Hill - don't pay more for origin services.
Local warehousing and storage. Who wants their items to be brought all the way down to California and then shipped to their final destination? Timely service requires direct service.
Free Mattress Protection and Upholstery Shrink Wrapping. Who wants their belongings to be rashed on from their door to the truck? Say NO to extra charges for basic protection.
30 days free storage. Want to take couple weeks vacation before you arrive at your new home? We'll store your items for up to 30 day FREE of charge.
NW Relocation's 'Green Commitment' - our pledge includes the strict use of BioDiesel in our trucks as well as only stocking reusable materials from local distributors.

Zip Code Moving From*

Input field for Zip Code Moving From

Zip Code Moving To*

Input field for Zip Code Moving To

Planned Date of Move*

Input field for Planned Date of Move

Submit button

About NW Relocation

NW Relocation offers a complete line of professional moving and storage solutions. When it comes to local moving or long distance moving services, we're your relocation and storage solution. Everything from specialized packing materials and secure, affordable storage space to residential moving, corporate relocation, office & industrial moving, international moves and more - NW Relocation - the Pacific Northwest's premier Moving and Storage Company.

NW Relocation
www.nwrelocation.us

Sales
855-801-7821

From Our Blog

11.16.12 Welcome to our new site
NW Relocation offers a complete line of professional moving and storage solutions. With your one-stop shop for everything from packing materials and affordable storage space to residential moves, corporate relocation, office & industrial moving, international moves and more.

Moving Resources

Raising Your Move, Part 2 (1-3 Weeks Before)
Planning Your Move, Part 1 (6-8 Weeks Before)

View More »

US DOT Number : 1202916
ICC NC Number : 627314
COOT Number: 037346

Opera Room
503-220-6241
888-859-7359

[Read More »](#)

<http://www.nwrelocation.us/long-distance-moving/seattle-washington/>

5/15/2014



NW Relocation

16 reviews [Details](#)

Movers [Eck](#)



Serving Portland and surrounding area
2700 NW St. Helens Rd
Portland, OR 97210
(503) 236-8241
nwrelocation.us



Recommended Reviews

Yelp Sort [Date](#) [Rating](#) [Elites](#)

English 16

Your trust is our top concern, so businesses can't pay to alter or remove their reviews. [Learn more](#)



Prav S.
Santa Clara, CA
6 friends
7 reviews

5/14/2014

I hired NW Relocation for my move from Seattle, WA to Santa Clara, CA. Their service was excellent barring one customer service executive Julie who was extremely patronizing and unhelpful.

Anyway, at both sides, the loading, unloading, assembling and disassembling all went very well. Not even one of my items broke during the move, which is amazing. Not even a single thing. The guys who came in Seattle to pack up my stuff and the guys who delivered it in Santa Clara were extremely professional and quick.

I had requested for a Sunday delivery and Julie from customer service called me and told me that it may be changed to Monday or Tuesday without giving me any time window. I had appointments both these days and asked her how she could help. In her words "Look honey, you have to take a couple of days off. We can't do anything about it." First of all, no business calls their customer "honey". It is extremely unprofessional. She also threatened me that if I am not at my place when the truck driver arrives, he will put the stuff in storage and leave and I will be charged \$500 a day. Also, the guy Edgar who had come to load my stuff in Seattle had told me that they would accept Cashiers Checks at the time of delivery. I went ahead and got one in the name of this company. Julie told me "Honey, we only accept USPS money orders and nothing else." Without no reason, she raises her voice and screams at me that it is my problem. I found this extremely unprofessional and unhelpful. Please give the right information to your customers, helo!

Eventually, it turns out my driver was able to deliver everything on Sunday. Problem solved. Barring Julie, everything else went well. I could hire them again. They are cheap and did the job pretty well.

[Edit business info](#)

Hours

More business info

Accepts Credit Cards: Yes



Martha R.
First to review

From the business

Portland's Most Trusted Movers! Local and Long Distance Moving Services Free In-Home Estimates Packing Service and Supplies Storage Locally Owned and Operated Flexible Hours - Call for more ...

[Learn more about NW Relocation](#)

People also viewed



Bridgetown Moving & Storage
21 reviews



Priority Moving
22 reviews



ABF U-Pack Moving
8 reviews

People Viewed This After Searching For...

[Movers Long Distance Portland](#)



Claire A.
Tucson, AZ
15 friends
4 reviews



10/2/2013

DO NOT HIRE THEM. Worst decision ever to get them. They don't even deserve 1 star. They never return your call and when you call people where they ask for a day you'd like your stuff delivered but they really mean that it will be delivered very after that day. They picked up my stuff in early September, I gave them a date about 2 weeks after my stuff to be there since I'm moving across the country. I've been almost 4 weeks now, still haven't gotten my stuff... Called them today and they said my stuff hasn't even been out on a truck yet and I should expect it in 3-21 BUSINESS days. So great I'll be getting my stuff almost 2 months after they picked it up.

Called them 3 times (and left voicemails) in the last 4 days to get my stuff out because I want my stuff and I was never given an email.

Customer service is terrible. Absolutely disgusting. Would never ever recommend it to anyone.



Daniel R.
Mascot, Australia
6 friends
27 reviews



10/17/2013

DO NOT RECOMMEND AGAINST using this company and I will be a TL;DR is they lie to you every step of the way (you)

When they picked me up from start to finish. Jonathan the driver said that I could expect delivery within three days. I was told to pick up my stuff from my storage locker. That was fine because they were cheap so I went for it. The next day they picked up my stuff and deposited it in a storage locker in Portland, which I was not told.

Jonathan the driver stopped answering my calls, he had no idea where my stuff was and didn't feel the need to treat me as a customer.

Jonathan was gone for a week, then I was told the truck would leave on the Friday, then it was between Saturday and Sunday, then it left Monday.

When it came to delivery time a similar thing happened.

The unfortunate thing is the guys who did the unloading were very good, although they worked for a different company so it seems that NW Relocations are not actually national movers.

To anyone from the company reading this - lying to your customers and ignoring them in this day and age of reviews is a very bad idea.



Deepta F.
Southwest Portland,
Portland, OR
2 friends
6 reviews



10/22/2013

We recently hired these guys for our move from Portland, OR and trust me it was our worst moving experience ever. The marketing team falsely promised us a quick 6-9 days delivery period and to our horror, when our stuff was picked up the agreement read up to 21 days. We were assured then that it wouldn't take that long and our stuff was taken away. We got a call in the evening ask us to pay almost double of what we were quoted because our stuff weighed more. Honestly, there is absolutely no way to know how much your stuff really weighs, because they have their own scales. So practically have to believe what they tell you.

In addition to paying almost double of what we were quoted earlier, our stuff got to its destination more than 20 days later. By then we had made repeated calls to the company and got a constant answer of "we don't have status on your stuff".

shipment", for almost fifteen days after it was picked up from our house in Portland, OR.

What was frustrating was that the receptionist was absolutely smug about it and gave us no information on our delivery.

I would definitely never recommend this moving company to anyone I know. Who wants to pay more and get your shipment delayed by 15 days!



Jessica A.
Portland, OR
5 friends
27 reviews

★★★★☆ 8/27/2013

As others have said, you get what you pay for here. They are one of the cheaper options for cross country moving, and there is a reason. Overall, the customer service is poor if not horrendous. And there is a total lack of transparency. It is almost impossible to get any information from the customer service department and in my case, they kept telling me that I, myself, was responsible to call this third party agent based in NY, which I didn't have a clue would be involved, to find out the status of the truck - President Movers btw, whom I would also not recommend.

Julia, in customer service with NW Relocation, was so prioritizing, calling me Miami every five seconds. She kept telling me she had to call me back because she was really swamped or had someone else on the line, and then not calling me back for hours. For both the pick up and the delivery, the truck was late. The guys in NY were clueless about the fact that we had requested and paid for professional packing of some artwork. They basically threw it in a box with some crumpled paper and then tried to charge us for it again. They were supposed to put tracking stickers on everything and we kept finding boxes in the hallway without stickers. One guy looked half asleep the whole time.

Getting the quote went well. It was thorough, my rep, Ryan, answered all of my questions, got back to me quickly. But he failed to mention that there would be this whole other company involved in the move. For a long distance move, they make you give you a three day window in which they will show up to pick up your stuff. I was told this is because they are based in the pacific northwest, so they would have to coordinate my pick up with others in the area. I understood this to mean that a truck from the PNW was coming to the east coast. Never at any point was it mentioned that a totally different company would be handling my pick up in NY. The day before they picked up, we were told they would be there the next morning. We got up early, nobody showed. I had to call NW Relocation and talked to Julia who then instead of actually taking care of it, told me that I had to call their agent in NY myself to find out where they were. So I call this agent, and I'm told they won't actually be at my place until after 6 p.m., which was not acceptable as my super told us it had to be done before 5 p.m. Then, they tell me they will be there as early as 4, but low and behold, the movers show up at 1 p.m.

The next miscommunication is that the quote said my things would be held in the nearest NW Relocation facility until I provided them with an address. So, when I called to check on the status of the truck, thinking it was en route to Portland, I am told that my things are in storage in NY - again. Julia, was not able to get this information for me. She just told me I had to call the NY agent again. Why she wasn't able to do this I really don't know. I really don't think I should have had to. I hired NW Relocation, not this other company. And some of their dispatchers were incredibly rude to me, telling me that I would have to pay the remainder of my balance before they ship my things to Portland, even though the quote says it is paid UPON DELIVERY.

Luckily we didn't have to wait too long to get our stuff once we gave them our address. The people who delivered it did a good job. We did see the truck and saw the box with a computer was on the bottom of everything and locked carved in on the bottom. It was fine - luckily we packed it really well. But it's still kind of a miracle. The only major damages were a missing wheel on a desk chair and a few gauges in the Aton frame.

I would say, this company is probably fine for local moves or moves within the PNW area. I wouldn't recommend them for longer distance than that. You never know what you will get with their "agent" in whatever other state. And be advised that NW Relocation's customer service is really not that great. But, all in all, frustrating as it was, nothing was missing and the damage was minimal, so it worked out in the end. They are cheaper, but if you can budget for a little more, I would do it and get a more professional company.



David N.
Portland, OR
4 friends
23 reviews

★★★★★ 3/4/2011

Recently moved back to Portland after a number of years in Pasadena thanks to the help of these guys.

Had 6 in-home estimates done down there, but after worrying about the timing for the arrival of our things along with the fact that most of the lines we were talking to don't make regular trips to the NW, we got in touch with NW Relocation.

The fact that they couldn't physically do an in-home inspection was the most difficult part of the process. They had to take my word for the amount of lbs we thought we had (to be safe, I gave them the highest number from my in-home estimates) and in turn gave me a very good price and the assurance they'd be in Portland by the day we needed them to.

The movers themselves were excellent (Telly and Edgar). Really great guys. Smart, capable and fast without being careless... plus they were more than willing to entertain my small daughters' moving industry curiosities. Only problem was when they arrived they thought our stuff would weigh in at 1,400 - 2,000 lbs more than what our estimate was for. The driver suggested (and I hope it was not nefariously) that I pay for cubic feet rather than lbs to save money. My quote at that point jumped \$1,200.

I was a bit pissed, but blood my guns and suggested I doubted that all 6 of my in-home estimates had purposely under-priced me in hopes of earning my business. After a number of back and forth calls between the driver and owner (Gil?) in Hebrew (I wish I had a translator), things seemed to be fine. They packed up and after making a couple other So Cal stops, headed north with our belongs.

I was feeling a little off-kilter wondering if I might actually have shot myself in the foot. What if our things actually did weigh so much more than I thought? Needless to say, the thought of paying \$1,200 or more than I had originally budgeted for made sleeping that night difficult.

Meanwhile though, we sat North in our vehicle. Soon after, Tim thankfultly called to let us know that our things actually weighed in at 400 lbs less than our original estimate. Hallelujah!!! Turns out we saved a couple hundred bucks from what we had budgeted.

They actually beat us to Portland, getting there late Friday while we got there Saturday afternoon (we left Thursday, but had to pause a bit due to some serious Shasta pass stormage). Gil called us a couple times to see where we were. He said he didn't want to have to pay the driving team overtime and would have to charge me if we didn't make it in time. I called BS on that, saying we never said

we'd be at the home at any specific time -- in fact they had said if we didn't make it there Saturday, they'd hold our things behind lock and key and happily deliver on Sunday. Turns out we got there right at the end of GI's "overtime" window and the same team (plus one) from Pasadena were there to unload. And once again... they absolutely killed it (in a good way of course)

I'm sure everyone's moving experience is different. Ours was not without tons of stress and wondering if our things were safe and secure and that we weren't getting totally scammed somehow (some businesses just feel that way don't they). That said, things worked out extremely well for us.

I would use NW Relocation again and hardly recommend them to anyone moving points north or south on the west coast, or within Portland itself (just try and get that in-home inspection / weight thing nailed down the best you can).



Ankur S.
San Jose, CA
29 friends
21 reviews

★★★★★ 7/23/2011

Very good and very fast service. I just moved from Portland to Bay Area and it took less than three days for the whole apartment to be shifted. The movers (Dan and Z) came in on Wednesday and the complete shipment was delivered and unloaded on Saturday morning. The pricing, the packing and the handling - all was done very professionally and very fast! I would highly recommend this relocation company who wants to make a fast, efficient and professional move. Two thumbs up for the NW Relocation.



Tim W.
Brentwood, CA
Elite '14
28 friends
252 reviews

★★★★☆ 7/9/2013

Lowest cost that we found online (with various online quotes). But, you get what you pay for. Friendly attitude and service when getting a quote, but not so much when you have a concern needing follow-up (there is none). Once you've paid them, they don't take much attention or care for you. The only care you get is from the driver, who also wants to get paid the rest of the money.

This was my experience: The follow-up to questions were a hit and miss, customer service provided inconsistent information, we did feel pressured to pay extra for "crating" a few furniture pieces (which is strange that it requires extra packaging) last minute otherwise the movers that day said their insurance wouldn't cover for any damages. So, we decided to do it for an additional \$100. I then called customer service to report my concern of this last minute charge. I was given some attitude and told that it is stated clearly in my quote that if extra packaging deemed necessary, they would provide at additional cost, but if I didn't, then those items wouldn't be covered by their insurance (which is pretty low to start with: 60 cent per pound of stuff. Our furniture was worth way more). So if you loose stuff or stuff gets damaged, you're taking a hefty risk. Sadly our wooden furniture (table and shelves) did sustain minor chips and damages despite getting extra wrapping. Be warned! Since we were doing basic furniture, we took a risk.

When we called customer service over a week later to get an idea of where our furniture were, they didn't have a tracking system. The representative gave me the truck driver's direct number to have him follow up. We got a hold of him after 3 calls. Driver was more prompt to return calls later. However the updates of when he would deliver would change throughout the week due to "unforeseen circumstances" of customers the driver was deliver to before our stuff. It could be hard and frustrating if you try to plan around the supposed delivery time. It would be best if

they can provide clear estimated times versus delay by 3-4 days, giving false hope.

At the time of delivery, the drivers were respectful. Be prepared to be asked to provide payment first. Then, they unloaded everything. We didn't tip them at first, but they ended up leaving trash at the front door. I had noticed it when I was walking out to provide a tip. So, I changed my mind.

Overall, I observe there are a few problems: Poor communication from the company as they never followed-up with me delivery time, and I had to contact the driver directly. For the sake of the driver, they shouldn't have given out the driver's number to customers to bug the driver. And the driver shouldn't provide "estimated delivery" and then disappoint by delaying it multiple times. From initial pickup from Colorado to Northern CA, the delivery took 2 weeks and a day.



Jaya N.
Sunnyvale, CA
1 friend
12 reviews

3/18/2013

We used this mover service from moving our household stuff from Seattle to Sunnyvale.

Our experience:

1. For the initial quote given to us, the person over the phone did not write down a major part of our items and therefore gave us what seemed to be a very good quote. We made the mistake of not checking the quote at any time until the actual day of his move. That is when we find out that our initial quote was not created correctly and the value needs to go up by around \$700. Not sure if this is a trick they play with every potential customer to gain new business.

2. There was no problem during the actual packing of stuff and it happened fairly smoothly. We gave the movers a tip of \$80 which was very wrong - you will find out why in the next few lines.

3. Our stuff took a little longer than promised to arrive. Anyways, a 2 days delay is not that much of an issue so not deducting any points for this.

4. When the truck arrived in our city, we were told that the truck could not move in to our residential area until we paid them a long haul fees of \$500. The exact delivery address had been given to the movers at the time of order creation and not a single mention of this was made at the time.

5. When the truck finally arrived in our area, we found that some of the boxes of other people marked as fragile were used as the base boxes for our heavier stuff. We felt bad for the people who would have gotten their fragile items in a definitely undesirable state later on.

6. The stuff finally arrived at home. There were scratches on one table making it basically unusable for display. However, the rest of the limited furniture we got with us (dining table, chairs, one couch, TV table, bed stands, 2 beds and 2 mattresses) came in an ok state.

7. When we had unpacked every single thing, we found that one of my work laptops which I had put in to one of the boxes was missing. It was a tiny Toshiba laptop and was kept in a hard case suitcase which we forgot to lock. It was, however, between some clothes and not easily seen unless someone went through the stuff. So looks like someone opened the suitcase and had a quick rummage through the contents to find anything of value.

8. A 'coco' piggybank that we had picked up from World of Coca Cola in Atlanta and contained change probably worth around \$80 was missing from the boxes. Some of the boxes that arrived had tears in them so it looks like it was

very easy to remove.

We did not find or discover any other missing items but we just might discover more as we miss a thing and dont find it anywhere.

One of the persons who had come to deliver the items in to our new house here mentioned that his partner had a court visit that they needed to make in time. Certainly felt a little intimidated by this piece of information. However, because of the rather rude behavior of these guys and also the extra \$ 600 we had paid for the long haul, we decided not to tip these guys a cent.

Bottomline - spend more money on movers and dont use these operators.



Gablesgirl M.
Miami, FL
10 friends
19 reviews

★☆☆☆☆ 2/8/2012

WORST moving company and experience ever. I have to give one star, because of Yelp, but the packing was very good. I was moving from Portland to Miami and was told by Neil I could expect my delivery within 5 days. I didn't receive my delivery for 32 DAYS!!! I had to call every week to inquire and was told to wait after he about the delivery. Upon delivery I was missing a box, so I called and was given a number to file a claim... That's it, no apology, no explanation, nothing. They have no customer service skills.



Martha R.
Worthing, United Kingdom
Elite '14
113 friends
546 reviews

★★★★★ 7/21/2010

First to Review

I moved from Portland to Austin using Northwest Relocation. The first person I talked to was G1. He was kind, courteous, and helpful. He gave me an estimate and wasn't pushy or sales-y. Then I had Tim come over and do an in-home estimate. He was professional, quick, and knew what he was doing. The price of working with these guys was significantly lower than any of the other companies I called. Even doing the ABF thing was more expensive (or whatever that pod-like company is called).

In Portland, they came when they said they were going to come (with a slight misunderstanding on their part - which I corrected for them :)). The guys that moved me were professional and quick. It took them about 3 hours to get my stuff out of my one bedroom house. Then when I got to Austin and found a place, I gave them a call asking them to bring my stuff (they will store your stuff for up to a month free of charge). My goods were there when expected, the driver called me two days before, then the day of to let me know when he'd be here. They were right on time... which is different from my last cross-country move. The guys were pretty quick, but a little less professional on the Austin end. But overall I was quite happy with the experience. I never felt nervous about the process during the entire thing. It was a pleasure doing business with them - plus the price was \$700 less than any of the other places I called. Really worth it!

They really did a great job, and an even better job when comparing the price. I'd definitely use them again!



Chip B.
Portland, OR
8 friends
42 reviews

★★★★★ 3/8/2012

I used Northwest Relocation about a year and a half ago when I moved from Los Angeles. They actually had a truck that was headed back to Portland so I was able to take advantage of the empty space for a discount. Everything went surprisingly well considering we did everything over the phone. My actual weight was about 100 lbs less than what was quoted. Since my move from LA went so well I

decided to hire them to do a local move for me last weekend and I was amazed at the speed at which these guys move. Seriously I was a little apprehensive when I found out it was all based on the hour as opposed to the actual weight. I felt a little vulnerable and at their mercy and was kind of expecting them to want a break every half hour to smoke a cig but none of that happened and then finished it in record time. Bravo guys and thanks for all your help moving me and my family! TWO THUMBS UP



SSX
Las Vegas, NV
1 friend
22 reviews

★ ★ ★ ★ ★ 8/29/2011

I was waiting to see if I received a tool box that was lost in my move (they told me they found it) before writing my final review. It never arrived.

My last minute move began with a quote from Budget. This is the first problem. They are middle man who quote low to get the sale, then the bad news when NW Relocation shows up and it's TRIPLE the price. The foreman was young but nice enough. He spent too much time bashing Budget and not working with his men this I felt put them behind schedule.

One of the workers didn't speak or understand English very well, he needed to be supervised but he wasn't and this caused most of my troubles with them. He packed my moving folder with all my necessary papers, passport and money that was near my computer on the counter. Mind you his job was to pack the kitchen items, pots, pans, etc. When it was discovered that the folder was missing, Dan (the foreman) immediately blamed me, practically yelling. Saying that I was mistaken and often times customers say things like that and it wasn't true. He was pretty cold and unhelpful until he suddenly remembered seeing the leather folder himself. Then he softened his tone with me. But it never should have happened in the first place. However, while unpacking the boxes, they didn't repect carefully, my clothes got dirty and items were broken. He also packed two bags of garbage that was smelly when I opened my boxes. Stupid and unprofessional.

When my items arrived, the delivery guy held my things hostage until I paid him in cash first. He refused to take my items off the truck. So I paid him. then we were suppose to count the boxes to make sure nothing was missing, he refused to do that. He then proceeded to hit on me asking to come back and make dinner for me and help me unpack. I was disgusted. Then around 10:30pm he called saying that he found a rug in his truck that belonged to me. He said he couldn't bring it back because he was gambling and he couldn't leave his 'good winning hand'. I had to get up and get dressed in the middle of the night to go get my rug.

In addition, most of my dishes were broken, my lamps were destroyed and my bookcase was damaged because it was never put in a box as promised.

Then finally, I called the office asking about my tool box. Neil said he found it and was trying to reach me. Mind you he was calling the wrong number. He said that they would put it on the next truck down here. When I never received it, I called and I was told that they sent it UPS. I asked for the weigh bill number to trace it. I was told that they lost it. So then I said I could still find it with the credit card number that was used. He then told me, that he paid cash so there's no record. You tell me, what business does this? You be the judge as to what happened to my tool box?? They stole it.

All in all, 66% of my experience was negative.

 Lisa V.

3/2/2013

Phoenix, AZ
1 friend
45 reviews

... a zero star review. We moved from Phoenix. Worst experience ever. They will tell you what you want to hear to get you to sign their contract. At that point don't expect anyone to be helpful when you call or get a call back. They did show up on time but they did not do. The movers tracked mud and oil? all over our old home, were very slow loading our truck open and unattended for long periods of time. They generally misinformed us about any question we asked. We spent an extra \$1000 so we would have a shorter time for the arrival of our stuff. They were a few days late, no refund on that either. I personally packed everything myself and know things were packed very well. But yet so many things were destroyed. I had bought brand name items from Target to pack as my boxes. Many of these items were completely crushed and had stress warps all over them. When the boxes were pushed in, the boxes had broken. The dishes, fragile items, my electric skillet, and other kitchen pieces. Our mattresses were filthy and had been used across the truck floor many times (they used your stuff as they make countrywide). They were charging \$75 more dollars for ONE extra day as in the contract... The first thing they did was to unload our stuff in our new home. They dropped a mattress down a flight of stairs and broke the wooden blinds and decimating them (by the way they were covered... their claims company denied the claim). They signed a contract stating nothing they would be held against them. Which is not what we were told at the movers and the office staff. They scratched the wood floors scratching it. This is what you get when you tell you one thing to get you to sign their contract, and then do everything they say. They completely destroy everything in their path. I would highly recommend you to use a more reputable company. They are expensive, stressful, worthless. I never had moving.

Sally B.
Salisbury, NC
4 friends
9 reviews

7/30/2012
Between the extensive list of lost and or broken items, the awful customer service, the boxes that we got that don't belong to us, and the guy jumping on the top of my washing machine, I would not recommend this service to anyone. Simply awful. Also, they didn't assemble anything and arrived so late that they were still unloading at almost midnight.

Sherrie A.
Portland, OR
13 friends
2 reviews

8/17/2011
These guys are really great!
I was doing an in town move looking for "2 men and a truck" type thing. I had a lot of change over a 2-year period and ended up moving with these guys four times! Each time was excellent and it was SUCH a great value for the money over the thought of my actually carrying and lugging all of this stuff myself or getting friends to help me.
Things I really liked:
- 3 times of four I asked for and ended up with the same crew so they were familiar with me and my things.
- They are professional (not by right but by) but not so commercial that it felt impersonal. That was a great balance to have.
- They moved all of those really pain-in-the-butt things like a big heavy safe and cumbersome old treadmill ... up and down stairs and without complaint.
- They were equally good at moving my glass table and

other more fragile items.

- They disassembled and reassembled my desk and cheap-but-heavy IKEA day bed. I can't imagine having to deal with that myself!
- These guys were professional and nice. When I moved into my boyfriend's house, I know he'd be sensitive about getting spots on the carpet so they took extra care with that.
- They made stops at storage each time I moved, so it made the whole day very efficient.
- I even had to cancel on them one morning on the day of the move and they were very understanding and didn't charge me all that they COULD have charged me for a last-minute cancellation. They were even going to waive the fee if I rescheduled and I felt so bad about doing it and having the guys lose their job for the day that I paid them something for that day anyway.

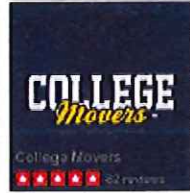
These guys are Portland cool... reliable, nice, just the right price. OMG, save yourself a ton of moving stress and hassle and let them carry stuff while you sip a cold drink and point your finger to tell them where to go!

Sharia A

Page 1 of 1

123 other reviews that are not currently recommended

Best of Yelp Portland -- Movers



See More

About

- About Yelp
- Yelp Blog
- Press
- Investor Relations
- Terms of Service
- Privacy Policy
- Ad Choices

Help

- FAQ
- Advertise
- Content Guidelines
- Contact Yelp
- Business Support
- Developers

More

- Careers
- Yelp Mobile
- The Weekly Yelp
- Yelp SeatMe
- RSS
- Top Searches

Languages


English

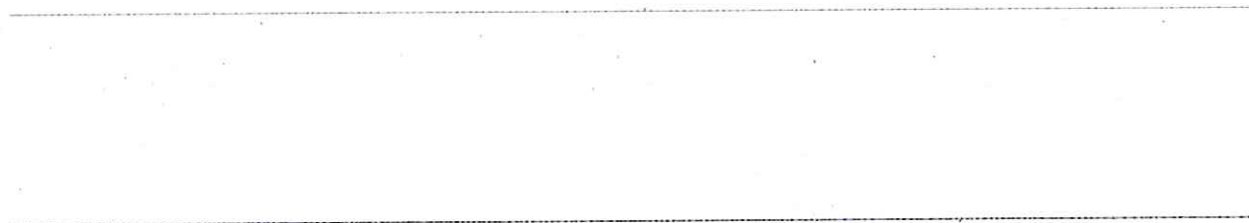
Countries

United States

Portland Business Listings # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z | Newly Added | Talk Archive

[Eva Map](#) | [Atlanta](#) | [Austin](#) | [Boston](#) | [Chicago](#) | [Dallas](#) | [Denver](#) | [Detroit](#) | [Honolulu](#) | [Houston](#) | [Los Angeles](#) | [Miami](#) | [Minneapolis](#) | [New York](#) | [Philadelphia](#) | [Portland](#) | [Sacramento](#) | [San Diego](#) | [San Francisco](#) | [San Jose](#) | [Seattle](#) | [Washington, DC](#) | [More Cities](#)

Copyright © 2004-2014 Yelp Inc. Yelp,  and related marks are registered trademarks of Yelp.



Denver Portland Salt Lake City Seattle San Francisco Boise

Leading the Pacific Northwest in affordable moving and storage solutions.

888-869-7356

Long Distance International Local Packing Storage Reviews Blog



Home » Long Distance Moving » Seattle

Seattle

If home is where the heart is, then Seattle is as close as it gets for us at NW Relocation. While NW Relocation's early WA clients were serviced by crews traveling up I-5 from Portland, in 2006 NW Relocation was proud to open its first branch in Seattle, WA.

Now, Seattle and Portland rival each other as the primary hub of all of NW Relocation's continental US operations. NW Relocation is deep rooted in the Seattle community and vastly experienced in what it takes to move its Washington state clients with excellence and attention to their particular needs.

Preparing for your move to Seattle can be tricky if you don't have experienced assistance. People usually don't get to choose when they move but if you're lucky enough to have the option, moving in the summer in Seattle is certainly preferable. Seattle is famous for wet weather, and while Seattle residents know the reputation exceeds the reality, sunshine makes your moving experience just that much less stressful. Founded and experienced in Washington and Oregon moving, NW Relocation's professional movers know how to handle the rain.

NW Relocation uses the thickest industrial strength mattress protection and upholstery shrink wrap to safeguard your delicate items that short distance as we ferry them from the truck to your door. What's more, unlike our competitors NW Relocation offers these materials and services free-of-charge since we specialize in Pacific Northwest moving services. Most other Seattle moving companies will tack on extra charges for mattress covers and shrink wrap, leaving you with a hefty bill for items that are necessities in our climate. There's nothing worse than being charged extra for services that ought to be standard. This is just one of the many key factors that puts NW Relocation ahead of the competition.

A top 10 Moving Destination in 2012, Seattle has established itself as a 21st century city-on-the-go. A leader in the US tech industry, the city of Seattle rewards those institutions that employ that technology to improve the consumer experience. NW Relocation prides itself on implementing the latest advances in the moving industry to refine its service even more. Our advanced software, equipment and fleet have all contributed to the foundation of NW Relocation as one of the elite moving and storage companies on the West Coast.

What does NW Relocation offer its local Washington clients that other Moving Companies don't:

- Free Local Shuttle Service for all moves originating in the Greater Seattle Metro Area. Seattle is filled with narrow streets and steep hills, from downtown to Capitol Hill - don't pay more for origin services.
Local warehousing and storage. Who wants their items to be brought all the way down to California and then shipped to their final destination? Timely service requires direct service.
Free Mattress Protection and Upholstery Shrink Wrapping. Who wants their belongings to be rained on from their door to the truck? Say NO to extra charges for basic protection.
30 days free storage. Want to take couple weeks vacation before you arrive at your new home? We'll store your items for up to 30 day FREE of charge.
NW Relocation's "Green Commitment" - our pledge includes the strict use of Biodiesel in our trucks as well as only stocking reusable materials from local distributors.

Zip Code Moving From*

Zip Code Moving To*

Planned Date of Move*

Submit

About NW Relocation

Northwest Relocation offers a complete line of professional moving and storage solutions. When it comes to local moving or long distance moving services, we're your relocation and storage solution. Everything from specialized packing materials and secure, affordable storage space to residential moving, corporate relocation, office & industrial moving, international moves and more - NW Relocation - the Pacific Northwest's premier Moving and Storage Company.

NW Relocation

www.nwrelocation.us

Sales
888-501-7621

From Our Blog

11.26.12 Welcome to our new site Northwest Relocation offers a complete line of professional moving and storage solutions. We're your one-stop shop for everything from packing materials and affordable storage space to residential moves, corporate relocation, office & industrial moving, international moves and more.

Moving Resources

Planning Your Move, Part 2 (1-3 Weeks Before)
Planning Your Move, Part 1 (6-8 Weeks Before)

View More »

US DOT Number: 1385616
ICC MC Number: 527314
OOOT Number: 097540

Operations
503-238-6241
888-909-7350

[Read More »](#)