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## Dolly Claimed

★★★★☆ 70 reviews [Details](#)

Movers, Couriers & Delivery Services, Junk Removal & Hauling

[Edit](#)



### Request a Quote

**40 minutes**  
Response Time

**100%**  
Response Rate

[dolly.com](#)

[\(312\) 625-5355](#)

[Get Directions](#)  
901 5th Ave  
Ste 600  
Seattle, WA 98164

[Send to your Phone](#)

### Review Highlights



"Definitely the most painless moving experience I've had with pleasant **helpers**, no hassle and no outrageous fees to boot!" in 27 reviews



"This **app** is easy to use, provides great service that we needed and undercuts the competition in price." in 25 reviews



"**Patryk** and his partner in muscle crime were friendly and got it all done with in record time." in 4 reviews

### You might also consider

### Other Movers Nearby

### About the Business



901 5th Ave  
Ste 600  
Seattle, WA 98164  
Serving Seattle Area

### By appointment only

Mon 7:00 am - 9:00 pm  
Tue 7:00 am - 9:00 pm **Open now**  
Wed 7:00 am - 9:00 pm  
Thu 7:00 am - 9:00 pm  
Fri 7:00 am - 9:00 pm  
Sat 7:00 am - 9:00 pm  
Sun 7:00 am - 9:00 pm

[Edit business info](#)

### Ask the Community

Yelp users haven't asked any questions yet about Dolly.

### Recommended Reviews

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

Search within the reviews

Sort by **Newest First** Language **English (70)**

**Susie P.**  
Olympia, WA  
0 friends  
0 reviews


[Start your review of Dolly.](#)

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**Longtao X.**  
Quincy, MA  
13 friends  
1 review

9/9/2018

My TV was damaged during moving. Then I filed a claim, it has been more than 6 weeks since I filed the claim, and they have done nothing. I bought damage protection but that seems make no difference.

 **Comment from Miranda B. of Dolly**  
Business Customer Service

9/20/2018 · Hi Longtao, we are so sorry for the damage caused to your items during your move! Our damage claims team would also like to apologize for the delayed response. Per our records, it appears our team is refunding you the full insured amount. The check for this amount was mailed last week, you will likely receive it by this week's end. If you have any other questions about the damage process, please let us know. [Read less](#)

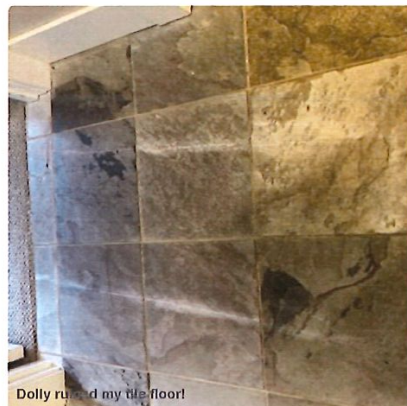
**Summer B.**  
Memphis, TN  
42 friends  
1 review  
1 photo

8/29/2018 · Updated review

Finally got a response from Dolly. Two months to tell me that due to 'High Volume' presumably b/c they damage a lot ... Now it's my responsibility to stay home from work, find someone qualified to repair, and get a quote. What then, Dolly? I filed out a damage claim on Jul 2nd. Worst Comapny!!

8/23/2018 · Previous review

Why didn't I read the reviews first!?! After one helper was over an hour late they scratched my tile floor beyond repair. (See picture) I was very clear that the bookshelf was heavy and metal - do not drag!! After dragging and scratching my floors the helpers decided to grab a blanket. ARG!! Too late!! My floor is ruined. I filed a complaint with Dolly at which time they said everything would be taken care of. Three months later - they don't return email. Nothing!!! [Read less](#)





**Wendy S.**  
Portland, OR  
8 friends  
2 reviews

7/14/2018

UNRELIABLE, Helpers cancelled twice! Unfortunately, we had a very negative experience. I setup this Dolly for my parents and it was re-listed not once but twice! The first time was a couple days before our move. The second time was on the actual day of the move. I understand Dolly's helpers are contractors, and they use the Uber model. That's fine, some circumstances can not be helped. However, when I asked for a discount on my move, they refused. You would think that establishing customer goodwill and repeat business would be way more important than a measly \$35. If they continue to conduct business like this, I predict their days are numbered.



**Uncle Wiggley W.**  
Seattle, WA  
0 friends  
41 reviews  
17 photos

6/15/2018

Sent out 2 guys and I am helping them. I am lifting a heavy object (undisclosed to protect the innocent), and the first guy is just standing there while the driver is wasting time putting on his gloves. I told the first guy to help out and then had to tell the second guy to help out. Next time, I won't help out. So lazy and unhelpful. Last time my client used them, they showed up an hour late and their extra fellow didn't show, even after waiting a extra half hour, so he never showed up in an hour and a half late. Finally helped the driver myself. They could use some quality control and some real movers, not a bunch of lazy deadbeats. What ever you do, don't help them out.



**Liam F.**  
Redmond, WA  
0 friends  
3 reviews

5/31/2018

I am very disappointed in the service I received from Dolly and cannot recommend them. Their customer service has been very unresponsive. The movers managed to drop my armoire down a flight of stairs. Not only did this damage the armoire but also the wood floors where it landed. Additionally, the walls around the stairs and the banisters were damaged. Accidents happen. However, Dolly has been very slow to process my claim, and now will not provide an update on status of those various insurance claims, having not answered messages for over 2 weeks. I would like them to actually respond in a timely fashion and actually settle as I am currently out of pocket by a significant amount of money.

Comment from Clare K. of Dolly  
Business Customer Service

6/1/2018 · Hello Liam, I am so sorry to hear about this experience.

Although damage claims to this magnitude are rare, we do take them very seriously when they happen and oftentimes this process takes a little longer than most due to having to reach out to multiple people. We truly appreciate your patience and understanding whilst we process this claim and I have personally followed up with an update today.

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We hope that we can get this resolved very soon and to your satisfaction.  
Clare-Dolly Support [Read less](#)




**Lj T.**  
Bellevue, WA  
0 friends  
3 reviews

5/3/2018

I won't use again because you can't send them a message. They can only send you a message. I asked for service and since I still had no one assigned by a certain time I wanted to change the time. I wasn't sure they would find someone at the time I had requested and I needed to schedule my time. There is no way to ask them a question. Not customer friendly.



**Ann F.**  
Reno, NV  
9 friends  
10 reviews

4/20/2018

Awesome!! I was so thankful they were able to pick up my furniture. Very thorough and prompt!!



**Michael C.**  
Lynnwood, WA  
41 friends  
4 reviews

2/11/2018

Used this service a few times! I don't think anyone realizes the value of on demand movers.



**Danette H.**  
Renton, WA  
61 friends  
103 reviews  
67 photos  
Elite '18

11/21/2017

What an absolute mess, these guys should just save all of us the trouble and put themselves out of business! The company works very similar to Uber. They're contracted delivery companies that get together to deliver your items. Maybe the location I bought from or the location they delivered to was out of service... But I was made certain promises that were never carried forward! From the get go, I was lied to by customer service, I got in touch with the manager, who made additional promises that were not as expected, all the way to the delivery drivers themselves simply seemed to want to get onto the next job. I would not recommend using this company whatsoever. I bought a new couch set from big lots and this is the delivery company that they use. Delivery is cheap, but it comes at a big price: total frustration!! I've spoke to several different managers and employees from an assortment of the big lot stores... They all seem to have the same complaint. Dolly simply just does not take care of their clients. However big lots uses them because that's what corporate wants. My complaint with Dolly fell on deaf ears... The manager that called me back was a complete joke! If Dolly is your only option, then just prepare yourself. Otherwise try to find a pick up truck and a couple of friends to move your items.



Comment from Jeremy H. of Dolly  
Business Owner

11/23/2017 · Hi Danette, I understand your frustrations around the experience you had and I am so sorry that it did not go well. I know there were quite a few unique things about your situation that contributed to this overall negative experience but I did want to mention that we do care greatly about all our customers, including you, and I remember we went to great lengths to try and make the best of this for you and we did complete the delivery and haul away of your old furniture. When I reached out to you directly to discuss this further however you made it clear that you were uninterested in continuing the conversation which is completely your choice however, should that change you're always more than welcome to let us know as I would be happy to discuss further. Once again, I'm so sorry you had a negative experience here and if there's anything more we can do to help answer any of your questions please do let us know. [Read less](#)



Lindsey B.  
Renton, WA  
0 friends  
1 review

11/13/2017

I hired Dolly to help move my couch. Wrote on my request I needed to have it moved through the 2nd floor balcony and they said it would be doable before we left to the second location. We got to the second location and they said it was too risky. Which was understandable. I asked to have it taken back to the first location since it couldn't be fit into my new place. I was upcharged an additional \$63. So I ended up paying \$155 to have my couch back and forth. I wished they had discussed it further before I had to pay for additional transport. Lesson learned I guess.



Ashlyn P.  
Seattle, WA  
2 friends  
11 reviews  
2 photos

10/25/2017

Dolly has been hit.. with a little bit of a miss for me. I have used it 4 times now. The app is super easy to use and I think the company behind it is providing a needed service for small moves in the city. However the contractors that are dispatched for the moves can be quite rude or wonderful to work with depending on who you get.



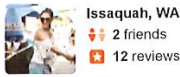
Comment from Jeremy H. of Dolly  
Business Owner

11/23/2017 · Hi Ashlyn, I'm glad to hear you've had some great experiences with us but wanted to let you know that regarding what sounds like a not so great one, we do take these kinds of complaints very seriously and are always working to make sure all our Helpers are great to work with. We have a whole team here dedicated to preventing just these kinds of issues so should you like to discuss further or should you have a negative experience like that again please don't hesitate to let us know. [Read less](#)

Maria B.

10/19/2017

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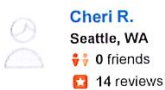
My first and only experience with Dolly was rather unfortunate.

I requested 2 movers to move 4 items: 2 couches, a small desk, and a medium bookcase.

Although the mover and his assistant were pleasant people, the mover's assistant was unable to help him move my 2 couches because they were too heavy for her. I had to step in and carry it with her and at times, for her. It's fortunate that I happen to be strong enough to do these things, but I paid for 2 people to move my stuff, not for me to have to pitch in. I did it because it had to get done but I did not get what I paid for. Out of the 4 items I requested be moved, only the desk and bookcase were moved by the mover and his assistant. The 2 couches were moved by either the main mover and myself or all three of us.

When this was brought up to Dolly's customer service team, the first thing they did was apply a \$25 credit to my account, which they hoped "is a fair amount to provide for the trouble. This can be redeemed automatically for the next time you need us in the next 3 months." I appreciated the gesture of the credit but after moving once, it's not likely I'm going to need Dolly services again in the next 3 months (especially after such a poor experience). Instead, I asked to have a partial refund because I did not get the service I paid for. Their counter offer was a \$20 refund. Since I did 25% of the work, I requested that I get a 25% refund which would have come out to \$48. They stuck by the \$20 offer. Of course I took it because apparently there were no other options, but I am highly unsatisfied.

It's truly a shame this happened because I think the app is a brilliant idea that I would love to recommend to others, but because of this experience where something went wrong and Dolly didn't do enough to fix it, I can't feel confident enough in the app to recommend it to others.



★★★★★ 10/4/2017

I needed to move within a couple of days...called other moving companies and none were available. Went on Yelp and found Dolly...I'm SO glad I did. They were able to come to my apartment at the time requested and relieved a LOT of stress from my move. Their text communication was amazing...The movers Pat S., V, and Sonny were absolutely amazing, professional, and organized. I really can't say enough about this service...I will recommend them to friends and family...and use them again myself.



★★★★★ 9/14/2017

I needed to move furniture from the bedroom back into the living room after having my floors refinished. Moving companies want a minimum of two or three hours pay and mine was a twenty minute job. Thanks to Yelp, I found Dolly and scheduled online. Within 15 minutes, Carlos responded to my request for help and confirmed he and an assistant would come out the next morning.

Communication with Carlos and also Dolly was excellent! I was informed about the process and given a quote at the time of booking. The next morning I received a text when Carlos and assistant Charlie were on the way and also when they arrived. They were extremely efficient and professional. Everything was moved without a scratch. I have furniture moving needs in a few months and am so

happy to know I can contact Dolly to do the job. Dolly and Carlos has made my life so much easier!



**Molly O.**  
Seattle, WA  
35 friends  
30 reviews  
3 photos

★★★★★ 9/14/2017

I only needed labor help, we are refurbishing two rooms upstairs and I needed help bringing all the stuff down to the main floor. One had been used for storage so there was a lot of stuff in boxes, holiday decorations, etc. The other was a bedroom with a dresser & a lot of IKEA shelves.

Scheduled a 2-hour window for the following week no problem. I was still packing and carried down some light/delicate things while my helper did the rest. Can't believe we got it all done in two hours, the place was empty! Dane N. was terrific, I'd definitely hire him again. Reasonably priced and worth every penny to work with Dolly and get this done in 2 hours rather than doing it myself over the course of several days.



**Sarah S.**  
Seattle, WA  
31 friends  
55 reviews  
4 photos

★★★★★ 9/13/2017

Within minutes of posting a Dolly request a driver texted me saying he could be there within 30 minutes. He showed up with a trailer plenty large to haul what I needed and moving blankets for padding. 25 minutes later my task was done! I'll definitely be using Dolly again!



**Shiev A.**  
Seattle, WA  
2 friends  
29 reviews  
2 photos

★★★★★ 9/10/2017

At first I thought it was too good to be true, but it is true! I moved to another unit in my building, therefore I only need help with loading and didn't need a truck. My one-bed room apartment was done in 2 hours for only \$140. That is significantly cheaper than bribing friends with food & booze. And lets be real no one wants to help their friends move!!! The helpers bring their own moving tools and supplies. To help make the process go efficiently, I would recommend packing your stuff in boxes and stacking them in rows. That way the helpers can scoop up the boxes without wasting time arranging them. Also, take the cushions off your sofas and make the pathways to and from the door/truck clear. You want to take advantage of their muscles and not waste time like I did to move and rearrange my things. I also love that everything is done through the app, even tips. IN all, the service was professional and I highly recommend it to anyone that needs anything moved.



**Sara N.**  
Seattle, WA  
0 friends  
11 reviews

★☆☆☆☆ 9/7/2017

Terrible. No communication from the service. The "window" of time that was given was exceeded by another hour. We assumed no one was coming and rented a Uhaul. When we arrived back at the pick up with the Uhaul one guy showed up in a pick up truck. We had given the specifics of what needed to be moved and asked for a truck and 2 movers. Won't bother with this service again.

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Comment from Clare K. of Dolly  
Business Customer Service

9/7/2017 · Hello Sara,

I am so sorry to hear about this situation. After we looked into this for you, as far as... [Read more](#)



Shin K.  
Seattle, WA

1 friend  
7 reviews

★★★★★ 8/29/2017

Dolly is a fairly new service and I'm already a fan! Shewit, my helper, was super friendly as well as efficient. He brought with him all necessary equipment and material needed for the move. I appreciated that I could book help at short notice and was guaranteed to have someone arrive, even on a Sunday evening. Glad Dolly is in Seattle - will continue to recommend to my friends!

PS. Be patient with the app and text message. It's not entirely intuitive or refined but it gets the job done.



Seon S.  
San Jose, CA

13 friends  
5 reviews  
3 photos

★★★★★ 8/17/2017

I had a mattress picked up by a helper from a local store. My helper did a wonderful job without me being there. I was able to deliver a much needed mattress to my son who had been sleeping on the floor for 3 weeks. I was very pleased with David's service and had no issue.

However, Dolly app could be improved. I had to deliver the receipt to my helper before pick-up. I emailed [support@dolly.com](mailto:support@dolly.com) 3 times but, they all gave me an excuse and bounced the request back to me. The support told me to upload it to the app directly. I really didn't see any page that allows you to leave a special request or special document. And as a first time user, I had hard time pulling up my order. And my second email returned that the image was pdf and I have to open the PDF and take a photo of document. All this could be improved with a little bit of UI modification. Otherwise, service was excellent.



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142 other reviews that are not currently recommended ▾

Photos and Videos





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Movers, Self Storage  
Serving Seattle Area



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Movers  
Serving Seattle Area



**Best Coast Movers**  
★★★★★ 54 reviews  
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