

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of Determining the Proper
Carrier Classification of, and Complaint
for Penalties Against:

DOLLY, INC.

DOCKET TV-171212

DECLARATION OF
SUSIE PAUL

Susie Paul, 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 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 transportation companies that may be operating without the required commission-issued permit or certificate.
2. I am familiar with Dolly, Inc., as I was the assigned investigator in Docket TV-171212 in which the Commission issued Order 04 on May 18, 2018. Order 04 required Dolly, Inc., to immediately cease operating as a household goods carrier, common carrier, and solid waste collection company until it first obtains authority from the Commission.
3. In Order 04, the Commission ordered Dolly, Inc., to clearly indicate in its web-based application on the Internet and in its advertising on Facebook, Twitter, Pinterest, and any other social media sites or other platforms it uses, or has used to make its services known, that it does not offer or perform services in the state of Washington as a household goods carrier, as a common carrier transporting property other than household goods, or as a solid waste hauler until it first obtains authority from the Commission.
4. The Commission assessed a penalty of \$69,000 against Dolly, Inc., with the entire amount suspended until June 30, 2019, subject to the requirement that Dolly, Inc., immediately cease and desist from the operations described, and found unlawful, in Corrected Order 02. In the event that Dolly is found to have continued such operations after the date of the May 18, 2018, Order 04, at any time before June 30, 2019, the full penalty will be due upon notice of that finding to Dolly, Inc.

5. On June 15, 2018, and July 10, 2018, I conducted an Internet search on www.Dolly.com and found that Dolly, Inc., continues to advertise as a household goods carrier, common carrier, and solid waste hauler.¹ Dolly's website says the Company's most common "Dollies" are mini and small moves, apartment moves, Craigslist & Offerup Pick-Up and Delivery, Storage Moves, and Junk Removal.
6. On June 15, 2018, and July 10, 2018, I reviewed the "Cities" tab on Dolly's website. The webpage states "Cities With Dolly. More coming soon!" Included on this webpage is a map of the United States with Seattle, Washington, as a city in which Dolly operates.²
7. On June, 15, 2018, I conducted an Internet search for the Seattle, Washington area on Yelp for Dolly, Inc. I found recent reviews for Dolly, Inc. The most current review was from a consumer in Seattle, Washington, and the review was dated the same day as my search, June 15, 2018. The review stated:

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. 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.

8. On June 15, 2018, I sent an email through Yelp to the consumer who wrote the review. On June 18, 2018, the consumer responded to me by email and wrote that he runs a non-profit business. This consumer had recommended Dolly to the buyer of a hospital bed. The buyer is the one who paid Dolly for the service. The Dolly service was conducted on June 10, 2018, around noon.³
9. On June 15, 2018, I reviewed a second review on Yelp from a consumer from Redmond, Washington. The review was posted on May 31, 2018. The review stated:
 - a. 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

¹ See Attachment A for a screen capture of Dolly, Inc.'s website, printed on June 15, 2018.

² See Attachment B for screen captures of Dolly, Inc.'s website specific to "Cities," printed on June 15, 2018.

³ See Attachment C for a copies of Dolly's Yelp reviews, printed on June 15, 2018.

not answered messages for over two 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.

- b. Clare K., of Dolly's business customer service, responded to the consumer on June 1, 2018, and stated that she was sorry to hear about this experience. She further stated:

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. We hope that we can get this resolved very soon and to your satisfaction.

- c. On July 5, 2018, this consumer filed an informal complaint with the Commission.⁴ As of the date of this declaration, the informal complaint is still open.

10. On June 18, 2018, I purchased a SoundTransit train ticket from Lakewood, Washington to Sumner.⁵ I boarded the first car of the train on the same date and went through to the lower level of the second car. The car had a Dolly advertisement. I continued through the lower levels of the remaining cars (seven total) and found six advertisements for Dolly.⁶ The advertisements were located in cars 111B, 206B, 209B, 236B, 107B, and 228B.
11. On June 18, 2018, and July 10, 2018, I conducted searches using the key words "Dolly movers" and found Dolly's Facebook page. Dolly lists its location as 901 5th Ave., Seattle, WA and depicts a map with Dolly's location pinpointed.⁷ There was no language on Dolly's Facebook page that indicates Dolly does not offer or perform services in the state of Washington as a household goods carrier, as a common carrier transporting property other than household goods, or as a solid waste hauler.
12. On June 19, 2018, and July 10, 2018, I conducted searches of Dolly's Twitter page.⁸ An article provides a link for Dolly's service area which directs the reader to a page that is titled "Book A Dolly," which includes how to book a Dolly, a map of the service area, a list of Seattle neighborhoods Dolly serves, and a solicitation for hiring Helpers. There was no language visible on Dolly's Twitter account that indicates Dolly does not offer or perform services in the state of Washington as a household goods carrier, as a common carrier transporting property other than household goods, or as a solid waste hauler.

⁴ See Attachment D for a redacted summary of informal complaint CAS-232697-F6H5C3, filed July 5, 2018.

⁵ See Attachment E for a copy of a SoundTransit train ticket, purchased for June 18, 2018.

⁶ See Attachment F for copies of Dolly's advertisements found on SoundTransit train on June 18, 2018.

⁷ See Attachment G for a screen capture of Dolly's Facebook page, printed June 18, 2018.

⁸ See Attachment H for a screen capture of Dolly's Twitter page, printed June 19, 2018.

13. On July 10, 2018, I again reviewed Dolly's Facebook page and found a photograph that was posted by Dolly on June 22, 2018. The photograph shows two people wearing shirts with the Dolly Logo behind a truck with a Dolly advertisement that says "Truck and Muscle Anytime You Need It." The article has a link: <http://bit.ly/2liQguT>.⁹ The link routed me to Dolly's Instagram page.

The Instagram page has the same photograph, but shows more detail, including the truck's Washington State license plate.¹⁰

DATED this 12th day of July, 2018, at Olympia, Washington.

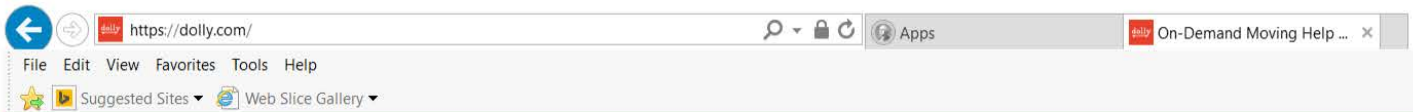


SUSIE PAUL

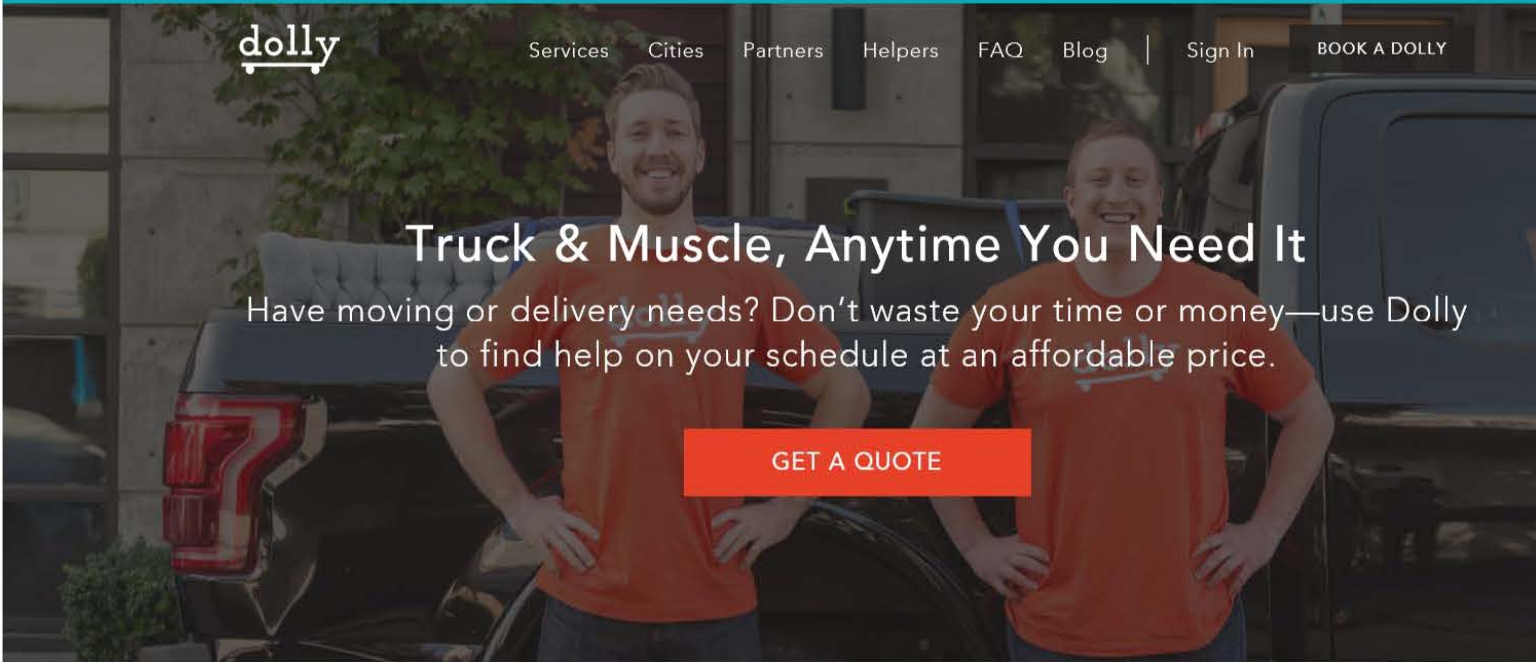
⁹ See Attachment I for a screen capture of Dolly's Facebook page, printed July 10, 2018.

¹⁰ See Attachment J for a screen capture of Dolly's Instagram page, printed July 10, 2018.

Attachment A



Buy new boxes or find used ones nearby. Check out the Seattle Box Exchange and get packing. →



When You Need More Than a Moving Truck...

Truck & Muscle

- ✓ New digs? Get your furniture delivered fast.
- ✓ Sweet find on Craigslist? Bring it home.
- ✓ Office moving last minute? No problem.
- ✓ Stuff you don't want? Haul it away.
- ✓ House remodel? Transport materials quickly.

OR

Just Muscle

- ✓ Apartment move? Find help to load and unload the moving truck.
- ✓ Rearranging your living room? Get help with the heavy lifting.
- ✓ Scheduled carpet cleaning? Book Dollys to move furniture back and forth.

Chicago Tribune

THE WALL STREET JOURNAL

TE

The New York Times



The Dolly Difference



Trustworthy Help

All Dolly Helpers are independent contractors who are background checked, reviewed, and backed by a commercial insurance policy.

On Your Schedule

We think 4-hour delivery windows suck, too. So we don't have them. You set the time—your Helper will be there.

Guaranteed Pricing

Find out the cost of your Dolly upfront before you book—no surprises! Pay, tip, and review in the app or [online](#).

Save Time & Your Back

No need to rent a truck from U-Haul where you haul everything on your own. Dolly Helpers do the driving and heavy lifting for you.

How to Book a Dolly

STEP #1

Enter Your Details

Tell us when, where, and what you need help with.

STEP #2

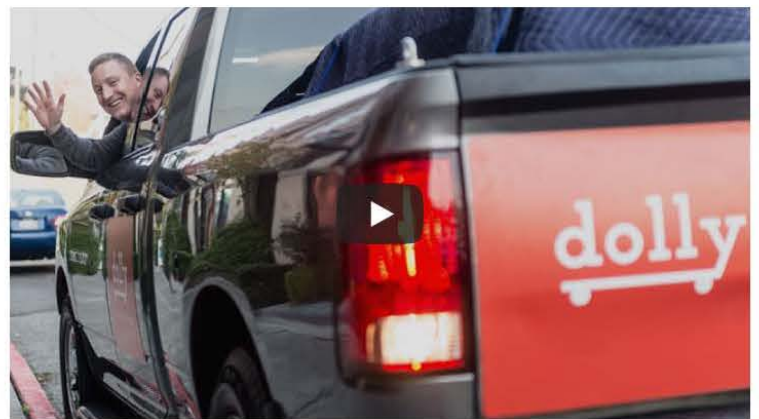
Get Your Price

Select one or two Helpers and get an instant, guaranteed price.

STEP #3

Book Your Dolly

Get connected to and scheduled with a Helper in minutes.





“ If you need help, especially in lifting or moving something that’s too heavy for you, just call Dolly! ”

- Brittney, Seattle



READ MORE



 Check us out on **yelp**

 APP STORE  |  GOOGLE PLAY 

Had a five-star Dolly experience? Share your Dolly story [here](#).

Cities With Dolly

More coming soon!





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[BOOK A DOLLY](#)



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Attachment B

https://dolly.com/cities/

File Edit View Favorites Tools Help

Suggested Sites Web Slice Gallery

dolly Services Cities Partners Helpers FAQ Blog | Sign In **BOOK A DOLLY**

Cities With Dolly

More coming soon!

SEATTLE
PORTLAND
SAN DIEGO
DENVER
CHICAGO
PHILADELPHIA
BOSTON

Tell us where to go next!

Your ZIP Code Email Address **SUBMIT**

About Services
Blog Cities
Careers Partners
Contact Us Helpers
FAQ

BOOK A DOLLY
Download on the App Store
GET IT ON Google Play

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f t i p

Screen capture of Dolly website "Cities" tab, printed on June 15, 2018.

Attachment C


Browser address bar: https://www.yelp.com/biz/dolly-seattle?sort_by=date_desc

Recommended Reviews for Dolly

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 (108)

[Start your review of Dolly.](#)








Uncle W.
Seattle, WA
0 friends
37 reviews
17 photos

6/15/2016

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.

Was this review ...?

People also viewed

-  **Eco Movers Moving**
298 reviews
3.9 Miles
Lisa R. said "I never thought that I would write a review for a moving..." [read more](#)
-  **All Service Moving**
83 reviews
5.2 Miles
Charlee S. said "Update as of 4.18.18: Their customer service had..." [read more](#)
-  **All Service Moving**
84 reviews
Aaron and Wilder were extremely helpful and efficient with our move!
-  **Spectrum Local Movers**
11 reviews
-  **Bigfoot Moving Service**
43 reviews
Anthony and his team (Amber and Danny) were awesome.



Ashish M.
Ithaca, NY
132 friends
2 reviews

★★★★★ 6/6/2018

Excellent, no hassle service. Dolly picked up my craigslist item from the seller and brought to my home, without me being there. Great app.

Was this review ...?

Useful Funny Cool



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.

Was this review ...?

Useful Funny Cool



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.

We hope that we can get this resolved very soon and to your satisfaction.

Clare-Dolly Support [Read less](#)

[Assembling services](#)
[Large and heavy item moving](#)
[Local moving](#)

People found Dolly by searching for...

[Moving Company Seattle](#)
[Furniture Mover Seattle](#)
[Furniture Delivery Service Seattle](#)

Near Me

[Large & Heavy Item Moving Near Me](#)
[Movers Near Me](#)
[Residential Junk Removal Near Me](#)



L.J.T.
Mercer Island, WA
0 friends
2 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.

Was this review ...?

Useful Funny Cool



Ann F.
Everett, WA
9 friends
10 reviews

4/20/2018

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

Was this review ...?

Useful Funny Cool



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.

Dolly Yelp reviews, printed June 15, 2018

Washington State Complaint: CAS-23297-F6H5C3

Company: Dolly, Inc.

Industry:

Customer: [REDACTED]

Alt Contact: [REDACTED]

Account Number:

Service Phone:

E-mail Address: [REDACTED]@hotmail.com

Service Address: [REDACTED] Seattle King County Washington
98119

Complaint: CAS-23297-F6H5C3

Type: Complaint

Serviced By: Sheri Hoyt

Grouped By: Customer Service

Opened On: 7/5/2018, 2:28:00 PM

Closed On:

Disposition: In Progress

Violations Total: 0

TA Total: 0

Amount Customer Saved:

Description:

The customer has an unresolved damage claim with Dolly, Inc. (Dolly), an unpermitted household goods carrier that performed an intrastate household goods move (an armoire and filing cabinets) for him on April 7, 2018. The customer said he purchased damage protection from Dolly for \$15. The purchase gave him up to \$1,800 of protection.

During the move, Dolly dropped the armoire down a flight of stairs, damaging not only the armoire but the banister, the wall, and the hardwood floors. The customer was a tenant, not the home owner, and had to pay for the damage himself to a cost of approximately \$5,000.

Although Dolly has acknowledged its responsibility, it has not mailed him the \$1,800 check it offered, and he said to send, nor will it address reimbursing him the \$5,000 for the repairs to the home he moved out of; Dolly calls those damages "environmental damages." The customer said Dolly has been completely non-responsive for two weeks now.

*Please provide a response to the complaint and all documentation for this customer's move, including but not limited to: the written estimate, inventory form, bill of lading, the customer's claim form, and all correspondence with the customer. Please provide both sides of all two-sided documents.

7/6/2018, 10:18 a.m.) passed to Dolly, Inc. via email. Response due 7/13/2018 by 5 p.m.

Result:

Violations

There are no violations for this case.

Activities

Activity Type: Activity

Activity Date: 7/5/2018, 3:45:00 PM

Contact:

Subject: [Email from customer](#)

Attachments: 1

Description:

-SEE ATTACHMENT-

Activity Type: Activity

Activity Date: 7/5/2018, 3:51:00 PM

Contact:

Subject: [Email from customer](#)

Attachments: 2

Description:

-SEE ATTACHMENT-

Activity Type: Activity

Activity Date: 7/5/2018, 3:53:00 PM

Contact:

Subject: [Email from customer](#)

Attachments: 1

Description:

-SEE ATTACHMENT-

Activity Type: Activity

Activity Date: 7/5/2018, 3:53:00 PM

Contact:

Subject: [Email from customer](#)

Attachments: 2

Description:

-SEE ATTACHMENT-

Activity Type: Email

Activity Date: 7/5/2018, 4:15:35 PM

To: [REDACTED]@hotmail.com;

From: sheri.hoyt@utc.wa.gov

Subject: [WA UTC Complaint CAS-23297-F6H5C3 for Liam Foley CRM:0023896](#)

Attachments: 0

Body:

Hi [REDACTED]

Thank you for the additional information. I'll get back to you as soon as I have information to provide.

Regards,
Sheri

Activity Type: Email

Activity Date: 7/5/2018, 8:58:44 PM

To: sheri.hoyt@utc.wa.gov;

From: [REDACTED]@hotmail.com

Subject: [Re: WA UTC Complaint CAS-23297-F6H5C3 for \[REDACTED\]](#)
[CRM:0023896](#)

Attachments: 0

Body:

Much appreciated!

> On Jul 5, 2018, at 4:15 PM, Hoyt, Sheri (UTC) <sheri.hoyt@utc.wa.gov> wrote:

>

> Hi [REDACTED].

>

> Thank you for the additional information. I'll get back to you as soon as I have information to provide.

>

> Regards,

> Sheri

Activity Type: Email

Activity Date: 7/6/2018, 10:18:29 AM

To: mike@dolly.com;

From: sheri.hoyt@utc.wa.gov

Subject: [WA UTC Complaint CAS-23297-F6H5C3 for \[REDACTED\]](#)
[CRM:0023902](#)

Attachments: 0

Body:

New complaint

Please let me know if you have any questions.

Regards,

Sheri

Sheri Hoyt

Investigator 3

(360) 664-1102 Office

(360) 664-4291 Fax

Email: sheri.hoyt@utc.wa.gov

Utilities and Transportation Commission

Respect. Professionalism. Integrity. Accountability.

www.utc.wa.gov

+++++

Washington UTC Complaint CAS-23297-F6H5C3

Company: Dolly, Inc.

Customer: [REDACTED]

Account #:

Contact:

Service Address:

[REDACTED]
Seattle Washington 98119

Primary Phone:

Secondary Phone:

Email Address: [REDACTED]@hotmail.com

Complaint Information:

Complaint ID: CAS-23297-F6H5C3

Serviced By: Sheri Hoyt

Opened On: 7/5/2018 2:28 PM

Grouped By: Customer Service

Description:

The customer has an unresolved damage claim with Dolly, Inc. (Dolly), an unpermitted household goods carrier that performed an intrastate household goods move (an armoire and filing cabinets) for him on April 7, 2018. The customer said he purchased damage protection from Dolly for \$15. The purchase gave him up to \$1,800 of protection.

During the move, Dolly dropped the armoire down a flight of stairs, damaging not only the armoire but the banister, the wall, and the hardwood floors. The customer was a tenant, not the home owner, and had to pay for the damage himself to a cost of approximately \$5,000.

Although Dolly has acknowledged its responsibility, it has not mailed him the \$1,800 check it offered, and he said to send, nor will it address reimbursing him the \$5,000 for the repairs to the home he moved out of; Dolly calls those damages "environmental damages." The customer said Dolly has been completely non-responsive for two weeks now.

*Please provide a response to the complaint and all documentation for this customer's move, including but not limited to: the written estimate, inventory form, bill of lading, the customer's claim form, and all correspondence with the customer. Please provide both sides of all two-sided documents.

7/6/2018, 10:18 a.m.) passed to Dolly, Inc. via email. Response due 7/13/2018 by 5 p.m.

Activity Type: Phone Call

Activity Date: 7/6/2018, 10:21:00 AM

Direction: Outgoing

Customer:

UTC POC: Sheri Hoyt

Subject: [Called Michael Howell](#)

Description:

I called Mike Howell and identified myself and the purpose of my call. I briefly explained that I've passed to his email address, mike@dolly.com, an informal complaint to which he will need to respond within five business days. I said that the email provided the complaint detail and requests specific information be provided. I told him my contact information is included so he can contact me should he have any questions. I also advised him the response should be in line with that email or, at the very least, I would appreciate it if he copied/pasted the subject line to a fresh email so the email has no trouble returning to my complaint database. He said he understood and that he's not at work right now but he'll take a look when he can and get back to me as soon as he can. I told him that's fine, he has five business days to respond and all that information is in the email I just sent a minute ago. He said okay and the call ended.

Activity Type: Phone Call

Activity Date: 7/9/2018, 1:07:00 PM

Direction: Incoming

Customer: Armikka Bryant

UTC POC: Sheri Hoyt

Subject: [Armikka Bryant called](#)

Description:

Mr. Bryant called and left a message that he was calling about the Dolly complaint. He was calling to give me "an update where we are on the complaint." Mr. Bryant said they hope to resolve it in the next couple of weeks, they've been waiting on information from the customer for Dolly's insurance company. He will explain further in his response and will also send an email within the week.

Activity Type: Email

Activity Date: 7/9/2018, 5:41:03 PM

To: sheri.hoyt@utc.wa.gov;

From: armikka@dolly.com

Subject: [Re: WA UTC Complaint CAS-23297-F6H5C3 for \[REDACTED\] CRM:0023902](#)

Attachments: 0

Body:

Hi Sheri,

I am following-up the voicemail I left earlier today informing you that I will forward you our initial response by the end of the week.

Cheers,
Armikka

Armikka Bryant

Dolly | Director of Legal and Government Affairs

901 Fifth Avenue

Suite 600

Seattle, WA 98104-3188

[646.303.3533](tel:646.303.3533)

armikka@dolly.com

dolly.com

CONFIDENTIAL MATERIALS: This e-mail message and any attachments hereto are intended only for use by the addressee(s) named herein and may contain legally privileged and/or confidential information. If you are not the intended recipient(s) or the employee or agent responsible for delivery of this message to the intended recipient(s), you are hereby notified that any use, dissemination, distribution, or copying of this e-mail message, and/or any attachments hereto, is strictly prohibited. If you have received this e-mail in error, please immediately notify us by reply e-mail and permanently delete the original and any copy of this message, its attachment(s), and any printout thereof.

On Fri, Jul 6, 2018 at 10:24 AM, Mike Howell <mike@dolly.com> wrote:

A — Please take the lead in responding.

Michael Howell (from my phone)

Dolly | CEO
[425.443.0554](tel:425.443.0554)
mike@dolly.com
dolly.com

Begin forwarded message:

From: "Hoyt, Sheri (UTC)" <sheri.hoyt@utc.wa.gov>

Date: July 6, 2018 at 10:18:33 AM PDT

To: "Dolly, Inc." <mike@dolly.com>

Subject: WA UTC Complaint CAS-23297-F6H5C3 for [REDACTED]
CRM:0023902

New complaint

Please let me know if you have any questions.

Regards,

Sheri

Sheri Hoyt

Investigator 3

(360) 664-1102 Office

(360) 664-4291 Fax

Email: sheri.hoyt@utc.wa.gov

Utilities and Transportation Commission

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www.utc.wa.gov

+++++

Washington UTC Complaint CAS-23297-F6H5C3

Company: Dolly, Inc.

Customer: [REDACTED]

Account #:

Contact:

Service Address:

[Seattle Washington 98119](#)

Primary Phone:

Secondary Phone:

Email Address: [@hotmail.com](#)

Complaint Information:

Complaint ID: CAS-23297-F6H5C3

Serviced By: Sheri Hoyt

Opened On: 7/5/2018 2:28 PM

Grouped By: Customer Service

Description:

The customer has an unresolved damage claim with Dolly, Inc. (Dolly), an unpermitted household goods carrier that performed an intrastate household goods move (an armoire and filing cabinets) for him on April 7, 2018. The customer said he purchased damage protection from Dolly for \$15. The purchase gave him up to \$1,800 of protection.

During the move, Dolly dropped the armoire down a flight of stairs, damaging not only the armoire but the banister, the wall, and the hardwood floors. The customer was a tenant, not the home owner, and had to pay for the damage himself to a cost of approximately \$5,000.

Although Dolly has acknowledged its responsibility, it has not mailed him the \$1,800 check it offered, and he said to send, nor will it address reimbursing him the \$5,000 for the repairs to the home he moved out of; Dolly calls those damages "environmental damages." The customer said Dolly has been completely non-responsive for two weeks now.

*Please provide a response to the complaint and all documentation for this customer's move, including but not limited to: the written estimate, inventory form, bill of lading, the customer's claim form, and all correspondence with the customer. Please provide both sides of all two-sided documents.

7/6/2018, 10:18 a.m.) passed to Dolly, Inc. via email. Response due 7/13/2018 by 5 p.m.

[Export as .doc](#)

Jun-18-18 **4.00**
Adult **ONE WAY**
From: Lakewood \$ 4.00
To: Sumner
Direction: NORTH
658611 - 12



The ticket features a decorative wavy border at the bottom in shades of blue and green. The Sound Transit logo is positioned at the bottom center of the ticket.



WARNING
Use caution
when passing
between cars

EMERGENCY
To unlock door
1. Lift cover
2. Push lever down
3. Slide door open



- Find your new apartment.
- ~~Rent a moving truck.~~ Book a Dolly.
- Back to the trails.

dolly

Truck & Muscle, Anytime You Need It

TEXT "DOLLY" TO (206) 207-0224
FOR \$10 OFF YOUR FIRST BOOKING

DOLLY.COM |  

Please



WARNING
Use caution
when passing
between cars

EMERGENCY
To unlock door
1. Lift cover
2. Press lever down
3. Slide door open



LET SOMEONE ELSE DO THE HEAVY LIFTING.

Dolly connects you with local truck owners who are ready to help.

dolly

Truck & Muscle, Anytime You Need It

**TEXT "DOLLY" TO (206) 207-0224
FOR \$10 OFF YOUR FIRST BOOKING**

DOLLY.COM



Attachment G

This screenshot shows a Facebook search for 'dolly movers'. The search results are filtered to show 'Verified' pages. The top result is 'Dolly', a verified page with a 4.9 star rating and 1,549 reviews, located in Seattle, Washington. Below it are other moving companies like 'Dolly Movers' (20 likes), 'Portland Movers Ready' (4.7 stars), 'One Man and His Dolly' (4.3 stars), 'Two Dudes and A Dolly' (5.0 stars), and 'Man And Dolly' (5.0 stars).

This screenshot shows the Facebook 'About' page for 'Dolly'. The page features the Dolly logo, a photo of two employees in orange shirts standing in front of a Dolly truck, and a 'Book Now' button. The 'About' section includes a map showing the location at 901 5th Ave, Seattle, Washington, and a 'Find Us' box with 'Get Directions' and 'Send Message' options.

This screenshot shows the 'Business Info' section of the Dolly Facebook page. It includes the following details:

- BUSINESS INFO:** Founded on December 22, 2013
- ADDITIONAL CONTACT INFO:** social@dolly.com, https://dolly.com
- MORE INFO:** About: Truck & Muscle, Anytime You Need It.; Internet Company · Moving & Storage Service · Transportation Service

Attachment H

Dolly
@getDolly

Dolly—Truck & Muscle Anytime You Need It. Use our app to load, haul, and deliver just about anything, whenever you need it! Need help? Tweet at @dolly_support.

<https://dolly.com/cities>

dolly.com

Joined January 2014

Tweet to Dolly

Tweets **Tweets & replies** **Media**

Tweets **Tweets & replies** **Media**

Dolly @getDolly · Jun 5
Introducing the Seattle Box Exchange 📦 Get new moving boxes delivered straight to your door or find used ones in your neighborhood 🙌

Finding Moving Boxes is About to Get Easier: Introducing the Seattle...
When it comes time to move, your to-do list can feel impossibly long: formally inform
dolly.com

Dolly @getDolly · 6h
Friendly box dog is here to remind you to get boxes for your move (and get some extra ones for your pet to play in)! Get your moving boxes: bit.ly/2HFVJR7

Who to follow · Refresh · View all

- د.عبدالله الكمالی** @D_alk...
Follow
- Atiq ur Rehman** @AtiqRe...
Follow
- A. ORWELL** @sensualidad...
Follow

Find people you know
Import your contacts from Outlook

Connect other address books

Trends for you · Change

- #Juneteenth**
80.5K Tweets
- #NationalMartiniDay**
8,085 Tweets
- #EgyptVsRussia**
7,728 Tweets
- #futurestores**
- UN Human Rights Council**
US plans to withdraw from UN Human Rights Council
- #KeepFamiliesTogether**
128K Tweets
- #RUSEGY**
Was Alex Deneziev's injury a blessing in disguise?

Dolly's Twitter Page, printed June 19, 2018



BOOK A DOLLY

Moving and Delivery Help in Seattle

Have moving or delivery needs? Don't waste your time or money—use Dolly to connect with local truck owners who can help on your time at an affordable price.

BOOK A DOLLY

The Perfect Alternative to Traditional Moving Companies & Delivery Services in Seattle



Affordable

Find out the cost of your Dolly upfront before you book—no surprises!



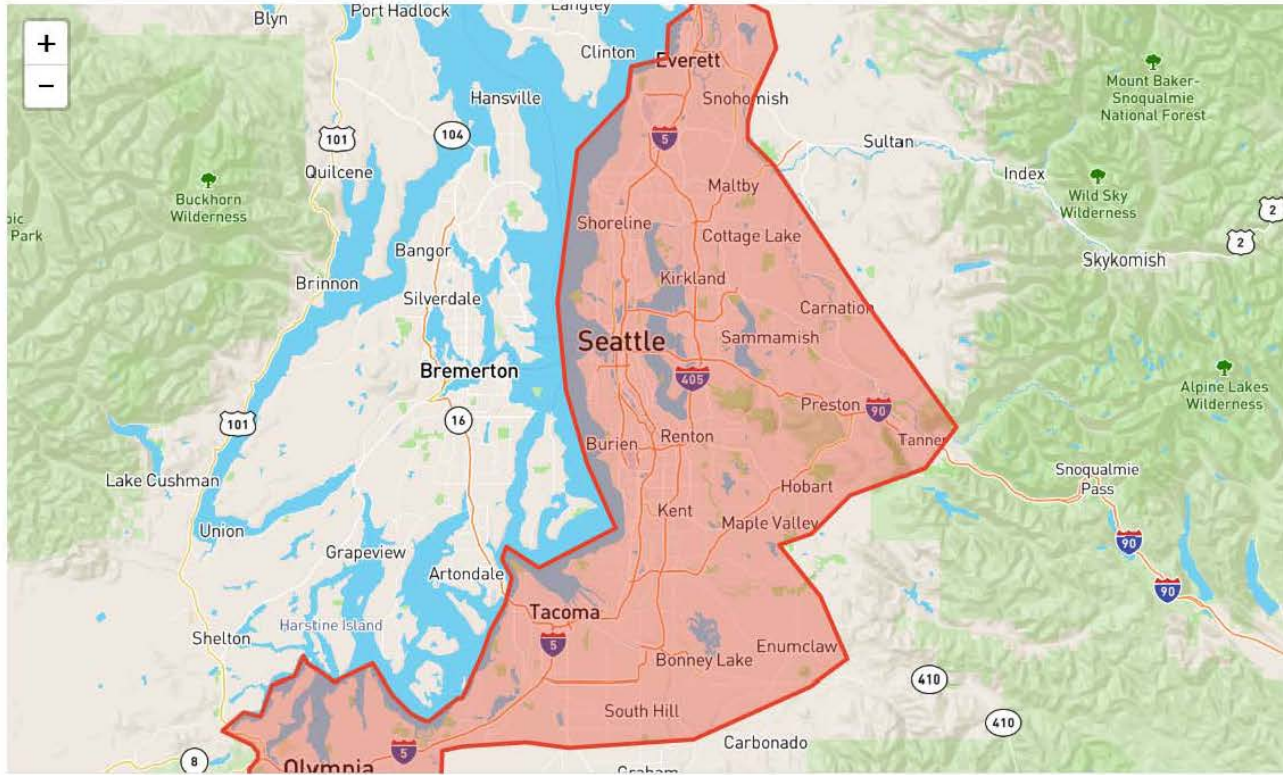
Convenient

You set the time, and your Helper will be there. Book for today, or next month. It's up to you.



Safe

All Dollys are backed by our Damage Protection program and commercial liability insurance.



Estimate Your Moving Costs

Simply enter your pickup and drop-off location and the number of items you plan to move. This is an estimated price and is subject to change when adding more items, details, and options.

Pick-up Location

Drop-off Location

Number of Items

GET ESTIMATE

BOOK A DOLLY

Find Moving Services Around the Seattle Metro Area



New patio table from Costco, but not sure how to get it to Capitol Hill? Connect with a Helper.



Live in Tacoma but need to pick up that Craigslist find in Shoreline? Use Dolly, find help.




Lease ending in Bellevue and need help moving stuff? Reach out to Dolly.



Is the closest Goodwill too far from Issaquah? Helpers will get your donations there.

A Few of the Neighborhoods We Serve:

 Ballard


 Bellevue


 Belltown

 Capitol Hill

 Downtown

 Queen Anne

 Tacoma

 West Seattle

 Kirkland

 Overlake

 Redmond

 South Lake Union



Want a side gig? Earn up to \$1,000 a week with Dolly!

Help Seattleites haul their stuff in and around the city. Work with Dolly as an independent contractor. Our service is about people helping people. Feel good knowing that you're helping your neighbors with work they couldn't do on their



own.

BECOME A HELPER

[About](#)

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[Blog](#)

[Cities](#)

[Careers](#)

[Partners](#)

[Contact Us](#)

[Helpers](#)

[FAQ](#)

BOOK A DOLLY

Download on the
App Store

GET IT ON
Google Play

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Pinned tweet on Twitter for Seattle Box Exchange, Seattle service area, printed on June 19, 2018

Attachment I

https://www.facebook.com/dolly/

File Edit View Favorites Tools Help

Suggested Sites Web Slice Gallery

f Dolly

Katie Home Find Friends

See All

Posts

Dolly
June 22 at 1:49 PM · 🌐

Make a Helper's day. See a Dolly out and about? Snap a picture and post it on Instagram with #DollySpotting, and we'll surprise the Helper with \$10! Get the deets on Instagram: <http://bit.ly/2liQguT> 📸

Spot a Dolly. Post a picture. Help a Helper.

Like Comment Share

7 Most Relevant

Pages Liked by This Page

- Found Interiors - Con... Like
- goHappy Like
- Seattle's Doorhouse Like

English (US) · Español · Português (Brasil) · Français (France) · Deutsch +

Privacy · Terms · Advertising · Ad Choices · Cookies · More

Facebook © 2018

Chat (Off)

Attachment J

The screenshot shows a web browser window displaying an Instagram post. The browser's address bar shows the URL: <https://www.instagram.com/p/BkV0ed5jYyv/?taken-by=getdolly>. The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The browser's toolbar shows "Suggested Sites" and "Web Slice Gallery".

The Instagram post features a photograph of two people, a man and a woman, standing in front of a red pickup truck. Both are wearing orange t-shirts with the "dolly" logo and grey zip-up jackets. The man is on the left, and the woman is on the right. The truck's bed is covered with a black tarp that has the "dolly" logo and the text "Truck & Muscle, Anytime You Need It" and "DOLLY.COM".

Below the photograph, the text reads: "Spot a Dolly. Post a picture. Help a Helper." followed by the "dolly" logo.

The right side of the browser window shows the Instagram post's interface. At the top, it says "getdolly • Follow". The main text of the post reads: "getdolly Introducing #DollySpotting: see a Dolly in the wild, snap a picture, post it on Instagram with #DollySpotting, and we'll surprise the Helper with \$10! Help your favorite Helpers now". Below this text are three bullet points. A "Details" section follows, stating: "Pictures may be posted to Instagram via your profile or your Instagram story. Submissions to the #DollySpotting contest made by any Dolly Helpers, Hands, and Assistants are disqualified from receiving the \$10 return. For further details or questions, contact social@dolly.com." Below the details are icons for a heart (likes) and a speech bubble (comments). The post shows "11 likes" and the date "JUNE 22". At the bottom of the post interface, it says "Log in to like or comment." followed by a three-dot menu icon.

The browser's address bar at the bottom of the screenshot shows the URL: <https://www.instagram.com/p/BkDcjbDD7JG/?taken-by=getdolly>.