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## Customer Reviews

# Dolly, Inc

 901 5th Ave Ste 600  
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 <https://dolly.com/>

 Email this Business

 (312) 625-5355

Sumeet K.

★★★★★

07/22/2018

A very bad experience I would very strongly recommend that Dolly team works on improving the customer experience. They should make their processes more transparent to the end customers, so that the customers can take a more informed decision. Today I had to wait for more than 3 hours in the store after booking the Dolly for the helper to arrive. After waiting for 2 hours, I was informed by the customer care team (which included spending 15 mins talking to them on phone) that they were still not sure how soon can the helper arrive. On top of that they expected that I should be flexible to wait little longer for them to arrange for the helpers. Only after another 1 hour, did the helper arrive. I think that Dolly team should understand that time is valuable for everyone (including their customers). Today I had to spend more than 3 hours waiting in the store. I hope that the Dolly team understand the value of time I had lost today and compensates me for that.

Jennifer H.

★★★★★

05/22/2017

They said they would refund my money May 2 and still haven't received it. The item was damaged, they damaged my carpeting and yelled at me.

**Inc Response**

05/23/2017

\*\*\*\*, I'm very sorry for the trouble and your poor experience with Dolly. We strive for a perfect experience every time, but unfortunately I see that an item of yours was damaged. I know that our Claims team works hard to ensure everything gets resolved as quickly as possible so to hear of a delay like this is unusual. I've investigated your concern and see that on 5/2 at 11:39am PDT our team emailed you requesting that you confirm your mailing address to which we did not receive a reply. I've followed up with our team and it sounds like you indicated that you did not receive this email and that was the reason that you did not reply. We haven't received any other reports of customers not receiving emails sent with the same system, but we will continue to investigate to ensure there is no technical error with our email system. I can confirm that your check was issued and has been mailed. I'm very sorry for the poor experience, but I'm happy everything is almost resolved. I do appreciate your feedback and I hope we can assist you again.

Rebecca S.

★★★★★

03/16/2017

I had 2 guys come to move an armoire. The one guy, Steve, appeared to be the main guy and was THE WORST. He comes in, asks for a measuring tape then regular tape (isn't it his JOB to be prepared). He half attempts to get the armoire upstairs for about 5-10 minutes then gives up, tells me it is "geometrically impossible", informs me that he damaged my wall in the process and leaves. While I would not have been pleased with the wall had he completed the job, I was more upset because he didn't even bother to do the job OR be careful. Pictures of the wall are below. Mind you, these are PLASTER walls, not drywall. A LOT more expensive to fix and I have to match a color that I have had on that wall for a few years now. Great, thanks. For people who are there to make life easier, this made my life a LOT harder. A few hours later I receive a receipt from Dolly for \$25 for a "cancellation fee". WHAT??? For the record, I ended up getting it upstairs BY MYSELF. I am SO disappointed in this company. I emailed them on Monday morning (the service was Saturday) demanding a refund of the \$25 and notifying them of the damage. They are in the process of refunding the \$25 and offered me a "\$40 credit to my Dolly account". No offer to fix the wall or compensate me for the wall. I included pictures. The mover admitted to damaging my wall. Moral of the story... use at your own risk. Apparently they can damage your house and not be liable for it.

Dolly, Inc Response

03/20/2017

\*\*\*, You are absolutely right that you did not receive the experience that you should have and I absolutely apologize for that. We greatly appreciate your feedback and truly do take everything to heart in order to improve. I think we just missed each other when this review was posted as I saw a response from our Support team soon after your last email to us. I'm happy we were able to resolve your concern, but I am sorry that we let you down. I hope we get another chance to make up for this poor experience. Please let me know if I can be of any other assistance. Thank you,

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