

Consumer Affairs rating service

Between July 2019 to current 2022

<https://www.consumeraffairs.com/movers/clutter.html>

Sanaz of Bellevue, WA Verified Reviewer

Original review: March 12, 2022

We were promised 10x10 storage and the mover measured our items and told us it will fit in 10x10. We had to take out some of items and get a second storage. Then we noticed they charged us for 10x15. They said it didn't fit in 10x10 so they upgrade it to 10x15 and charged us more. There is no way you can see the storage place. They don't let you go there. We ended up paying for 2 places one is half empty. It is very hard to contact the manager and customer service asks us to write a claim and the reply is the same. Not happy at all with their service.

March 13, 2022 **Clutter response**

Hi Sanaz,

We are sorry to hear that you are dissatisfied with your experience regarding your plan upgrade. As a result, our Trust & Safety Team will be reaching out to you to investigate further and work towards a resolution. We hope to fully solve this issue in a quick and fair manner.

Thank you,

The Clutter Team

Helpful

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Anna of Seattle, WA Verified Reviewer

Original review: Feb. 7, 2022

I have never had a worse experience with a business than I did with Clutter. What I thought would be a convenient and innovative way of storing your belongings turned into a nightmare. It started with Clutter taking 8 hours to move 80 or so items out of a very small and minimalist apartment (that included 3 pieces of real furniture, some small/medium boxes, suitcases, and sports gear). That pleasure

cost me 850 USD. Then, after few months my monthly rate increased out of nowhere to account for "market changes"... too bad the employees who actually do the packing/unpacking got 0 dollars raise and the rate increase went to who knows whose pocket.

[Read full review](#)

Feb. 8, 2022 **Clutter response**

Hi Anna,

We apologize for your experience, as we pride ourselves on providing a hassle-free service to our customers. Based on your Release Agreement, you've agreed to the charges of your first onboarding service charges and your final return fee.

Rate adjustments are a standard industry practice. However, we do have discounts available for customers who qualify, as we do not take implementing rate adjustments lightly.

Our Trust & Safety Team will be reaching out to you to investigate further.

Sincerely,

The Clutter Team

Travis of Seattle, WA Verified Reviewer

Original review: Sept. 29, 2021

I hired Clutter to store my home furniture for a few months while I was traveling and between permanent residences. The packing was a bit of overkill with shrink wrap, bubble wrap and boxing of every little thing. I appreciated that they were taking good care of my items, but felt like it was unnecessarily extending the time (charge by the hours). Upon moving back in, I was told that their policy was to not dispose of any of the packing materials that were used. I ended up with a whole truckload of bubble wrap, tape and boxes. Despite their cautiousness, many of my boxes were crushed and mutilated upon delivery and several glass items were broken inside.

[Read full review](#)

Sept. 29, 2021 **Clutter response**

Travis,

We're truly sorry to hear that your experience with Clutter did not meet up to your expectations. Our goal is to provide hassle-free service to our customers, and we apologize that this was not the case. We were unable to locate your account solely with the information on this review.

Please feel free to reach out to us via your message portal through your account. We'd love to investigate this further and see how we can make your Clutter experience a better one.

We look forward to hearing from you soon.

Sincerely,

The Clutter Team

Miriam of Poulsbo, WA Verified Reviewer

Original review: July 7, 2021

I am having a hard time getting back my items from Clutter.com - this is for a very small storage unit 4x4 that fits in an SUV. So I moved (as I assume many customers are in that process) out of their service area, and so the only options to remove items are:

1. Wait from 8am-4pm at a location where they deliver about an hour away from my home.
2. Hire a moving company (they don't let you pick up from them directly at all.

Pick-ups are only M-F 8-5 pm and if you hire a moving company the window is even less Monday to Thursday. It's not very customer-friendly to pickup, and it's an incredibly stressful experience. I explained to them that I moved outside the service area and live about an hour away from where they deliver and asked them to shorten the window at least so I am not waiting like from 8am-4pm in a parking lot. They told me that is the only option or I need to hire a 3rd party moving company. So most moving companies will not take such a small job as this for a 4x4 unit, and will probably be greater than the cost of the items to hire a mover.

I am still awaiting a resultion to this problem, but its been about 3 emails back and forth and they won't escalate the matter to another person on the team to see if

they can resolve a different way. It's incredibly frustrating, and after recommending them, now I am actually here doing the opposite and warning people that if you move outside their service area this what they propose, and honestly I wish I had never used them in the first place as this was never communicated on the webpage - it says they will work with you, but this is a terrible solution. If you are going to move outside the service area, I would not recommend using Clutter. I honestly dislike companies that don't make exceptions to policies when the results of them have really unreasonable demands on customers. I still don't have my items scheduled for return at this time. This policy:

1. wastes customer time
2. makes it impossible to deal with getting your items.

You can coordinate better windows if you organize the times, and not make unreasonable demands on customers. I'm very disappointed after having recommended them prior and would not recommend them again.

Read full review
July 8, 2021 **Clutter response**

Miriam,

We are so sorry to hear that it's been a challenge to retrieve your items. For those that move outside of our active service areas, the options do become limited as we have a distance requirement for delivering in areas that we don't normally deliver or pick-up items in. The Warehouse Return option where a Third-Party Company comes onsite is a fairly new option as the warehouses are normally closed to anyone outside of Clutter. This is to help those that cannot be in the active service area for delivery which has become increasingly common over the last year or so.

We see that you were successfully able to book a delivery within the areas we are able to deliver. Your arrival window will always start with quite a large timeframe. However, as our Operations Team builds the routes for upcoming dates, your arrival window will shrink to a 3 or 4 hours window instead. You will also get tracking texts the day of to indicate the order of the route so you are aware if we are arriving near the beginning, middle, or end of this window.

We are sorry that this has been challenging but we see we have done everything to make this process as smooth as possible. Should you have any questions prior to us arriving, please submit a question on the “Get Help” section of your customer portal or by calling our Customer Experience Team at 800-805-4023.

Sincerely,

The Clutter Team

Peter of Seattle, WA Verified Reviewer

Original review: Feb. 27, 2021

First the pickup: Good strong crew. However, I had everything packed and boxed for the most part. They should have been able to load everything in less than 4 hours. They spent over 8 hours. Most of that time is taking pictures of everything and affixing labels to all containers. Towards the end, they slowed down dramatically incurring more billable hours.

Read full review

March 9, 2021 **Clutter response**

Hi Peter,

While we are able to offer \$9 per item pricing in most states, Washington state tariffs do not allow us to do so in your state and require us to charge a per-hour rate for all appointments. It looks like our team has tried to give you a call and has sent you an email to speak further about your experience, so if you wish to connect with us further, please feel free to follow up to that email.

Sincerely,

The Clutter Team

<https://www.trustpilot.com/review/clutter.com?page=42>



Alexander Patron

1 review

US

Nov 2, 2020

Please be forewarned

Please be forewarned, using this service and company will lead to frustration, disappointment, and unnecessary stress. I decided to give them an opportunity, even based on reading prior reviews. I booked an appointment on August 17, 2020 to have items picked up on Sunday November 1, 2020. They e-mailed me on October 10, 2020 letting me know WUTC required appointments M-F and they rescheduled it for next available. Fine, no problem... I'm easy and flexible. I received 3 e-mails leading up to the appointment, October 26, 2020, October 29, 2020, and November 1, 2020 confirming, prepping you, etc., for the appointment. On November 2, 2020 (appointment day) I received a call from them at 7:37 am stating they had unfortunate and unnormal news for me, as they would be unable to fulfill their commitment. They wanted to reschedule for Wednesday, November 4, 2020 (this is a day after my moving out day, fyi). Already stressed from moving and literally frustrated to all hell that I did not listen to the reviews, I said I will call back shortly. I called back at 7:41 am to state that I would not want to move forward with the reschedule, as I couldn't take the chances of not having the stuff moved out of the apartment in time and then being stuck with furniture that I would need help moving. The lady stated I didn't have an appointment so there was no need to cancel and there was nothing further I needed. ARE YOU KIDDING ME? NO APPOINTMENT?? Not even a note saying you just called and cancelled on me? Awesome. Then I get an e-mail stating my appointment was canceled and that it was within the 48 hours, so there would be a \$100.00 fee. Is this even real life right now? I am being as honest, candid, and nice as possible, with pictures of proof below. DO NOT USE THIS COMPANY. You will truthfully regret it, probably more so than I, after reading all the reviews and still thinking your experience will be different. Be smarter than me, use someone else... anyone else. If I have to argue over this cancelation fee for even a minute, I will file a BBB complaint.