

**Exh. SP-14
Docket TV-180605
Witness: Susie Paul**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

In re Application of

DOLLY, INC.

**for a permit to operate as a motor carrier
of household goods and a permit to
operate as a motor freight common
carrier**

DOCKET TV-180605

**EXHIBIT TO
TESTIMONY OF**

Susie Paul

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

Yelp Reviews for Dolly, Inc.

November 30, 2018

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)



Uncle W.
Seattle, WA
0 friends
37 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.

Was this review ...?

Useful Funny Cool

- Eco Movers Moving**
295 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](#)

People also viewed

- 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](#)




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

Near Me

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

-
-  **Lj 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