

Below is an e-mail chain between myself and Hasenkamp, GmbH – a relocation and logistics company. No matter what I said, their response was ‘not our fault, your fault, you pay.’ I have not edited this chain for spelling or punctuation, nor have I changed any part of the chain other than to delete some contact info to protect the innocent.

At this point the requested money has been paid, our stuff arrived mostly intact, and I am \$300 poorer. My reason for continued correspondence with Hasenkamp was to notify management concerning the breakdown of communication, lack of professionalism by a specific employee, and the poor impression that we are left with it concerning Hasenkamp because of it. My reason for posting all of the back & forth now is to hopefully get a web hit from someone searching for company information or someone who is thinking about using Hasenkamp to move with – being a thorn in the company side, so to speak. Maybe, just maybe, my posting will keep someone from using them who probably would have without my note. Hopefully this will cost Hasenkamp the 300 Bucks they got out of me plus a little interest for the frustration they dealt us during our time in their clutches.

~Matt

See below - I LOVE how Herr Klas sent his reply just before he left for a weeks' vacation – notice the dates... Hasenkamp is the greatest moving company ever...

~Matt

From: Klas, Christian [mailto:C.Klas@hasenkamp.com]
Sent: Monday, February 09, 2009 12:59 PM
To: Matt Talley
Subject: Abwesenheitsnotiz: Contact information request

*Ich bin bis einschliesslich 15.02.09 nicht im Büro,
Ihre Nachricht wird NICHT weitergeleitet.
In dringenden Fällen kontaktieren Sie bitte Herrn Patrick Martin
p.martin@hasenkamp.com
tel: +49-89-63822-32*

"I'm out of office till 15th of februar, your message will NOT be forwarded. In urgent matters please contact Mr. XXXXXXX"

Herr Klas;

Apparently, your employees have not kept you in the loop concerning this matter as you e-mails seems to be a further demand for payment. That payment was made on Friday 6/2/09 and delivery has been scheduled for 12/2/09. A shame that you did not have the current information, but it was expected considering our overall experience with Hasenkamp.

My hope in mailing you was so that you might review all the pertaining documentation and see that while we specifically ASKED for a parking permit when we contacted Ms. Deutschmann, and the price was quoted to us, none was ever ARRANGED. She instead asked that we might "speak to our neighbors." The lack of a permit after our request was the initial issue, the demand for payment after the agreed upon amount and no notice after more than a month was the second issue, then the COMPLETE lack of communication concerning the location and status of our goods after repeated requests was the final problem. I have attached the entire e-mail chain as well as the confirmation from the US delivery Company for the sake of documentation.

Again, all this has been a highly irregular transaction and the complete lack of professionalism and candor is not at all the way we are accustomed to doing business with a German company.

Good day,
Matt Talley

From: Klas, Christian [mailto:C.Klas@hasenkamp.com]
Sent: Wednesday, February 04, 2009 11:45 PM
To: Matt Talley
Subject: WG: Contact information request

Good Morning Mr. Talley,

thanks for your email and sorry for the circumstances you have.
But please let me send you a statement to the situation caused.

We offered you a normal door to door move, and you accepted our conditions and exclusions which are named in our contract.

The invoice we have sent to you regarding the additional costs are based on the situation that there were no possibility to load the container in front of the residence. A parking permit was offered from our side but was not accepted from your side.

So we had to shuttle the whole volume to our warehouse and load the container there.

These additional costs are not included in our offer, which is based on normal loading conditions.

We have to demand on paying our invoice, otherwise we have to keep the container

at port til the invoice is payed. We have to inform you about, that in this case storage and demurrage charges will ocur and will be for your account.
Costs per day approx. 100 US\$

Thanks for your understanding

with best regards

Mit freundlichen Grüßen

Christian Klas

Group Director Sales & Marketing



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HRB 57436, Amtsgericht Köln, USt. ID-Nr. DE 221 466 449; Geschäftsführer: Markus Luthe

Herr Klas;

First, let me apologize that you had to be brought into this matter. I am sure that you have vastly more important priorities. Also, let me apologize for using English instead of Deutsch in this correspondence. I realize that Hasenkamp is a German company, but I feel that I need to be as precise as possible in this mail and my written German language skill is not advanced enough to make that happen.

As I have stated in previous e-mails to other parties, we were more than pleased with the team that packed and moved our household goods. They were friendly, efficient, and careful. My ongoing issue has been a lack of professionalism with a member of your staff, Ms. Jessica Deutschmann. As you may know, there was some confusion on the day that our goods were picked up and we were told at that time that it was a Hasenkamp clerical mistake and that we would not be held responsible. More than a month later, we were asked to pay for additional costs related to the problem on our move day. Please understand this request came after we paid our initial bill in full and after we had spoken to the office responsible for our move twice requesting other information and no mention of the additional charges was made.

The request and my inquiry about this charge bounced between Ms. Deutschmann and Mr. Jurczak with Ms. Deutschmann finally offering to only charge us ½ of the requested fees. At no time did I refuse to pay. I did, however, question the validity of the charges based on our communication with her before the move, the documentation we provided to Hasenkamp, and due to the reaction of the movers on the day of pick up.

While discussing the validity of the charges, I asked Ms. Deutschmann multiple times for a status on our goods and that was never given. Finally after a very pointed request to Ms. Deutschmann with Mr. Kauerhof in copy and multiple e-mails to various Hasenkamp addresses yesterday, the information was finally provided to us this morning. Our goods are already in the US and have already cleared customs. In speaking to the company here this morning, it seems as though we have already started accruing storage fees due to this lack of requested notification and communication.

I have moved international four times and with each move, except for this one, we were kept well informed of the status of our goods so that we could prepare for their receipt. In addition to the shipping information, we received a bill this morning for the original requested amount and not the half offered by Ms. Deutschmann on January 27th. Ms. Deutschmann stated in an e-mail dated February 4th, that we had to agree to the charges and pay right away or she would hold our good and punitively increase the charges. The tone of her mail was threatening and was sent after I requested her supervisor's contact information. When I replied with an additional request for the status of our goods and her supervisor's contact information, she sent a bill dated 5/2/09 for the full amount with a "no deduction" note at the bottom – see attached. We find this all highly irregular and not at all the way we are accustomed to doing business with a German company.

I have left the chain of recent e-mails between myself and you office intact for your further review and I have copies of all written correspondence, including attachments, with server time and date stamps if you feel that their review is necessary as well.

Sir, at this point I just want the matter settled and for our goods to be released. Though I am frustrated by Ms. Deutschmann's manner, I will agree to pay the 198.80 Euros that was offered of the 4th by Ms. Deutschmann. I will make the transfer at the bank and send you a receipt that the transfer has been made as soon as I hear from to you. Please let me know if this is acceptable to both yourself and Hasenkamp.

Kind regards,
Matt Talley

From: Deutschmann, Jessica [mailto:J.Deutschmann@hasenkamp.com]
Sent: Thursday, February 05, 2009 12:07 AM
To: Matt Talley
Cc: Kauerhof, Reiner; Jurczek, Michael;
Subject: AW: Request for additional moving costs

Dear Mr Talley

Thank you for your e-mail.

Your shipment has arrived in Seattle as scheduled and has been cleared by the customs already. Our colleagues in Seattle would be able to pick it up tomorrow, February 06.

I send you our confirmation regarding your move on December 04, 2008. I provided you with all the details such as the dates for packing, loading, on which ship your container is going to be loaded, when it is leaving Hamburg, and when it is approximately going to arrive in Seattle.

I also send you the complete contact details from our colleagues in Seattle, which are:

XXXXX XXXXX
XXXXXXXXXXXXXXXXXXXX
XXXXXXXXXX
XXX-XXX-XXXX
XXXXXXXXXX@XXXXXXXXXXXX

She is now in charge of your shipment and is just waiting for us to solve this situation. You can also get in contact with her whenever you like to.

My supervisor Mr Reiner Kauerhof has already been informed about the situation after the container was loaded and one of our executive managers Mr Christian Klas is going to call you today to be of you service.

If you have any further questions please do not hesitate to contact me.

Mit freundlichen Grüßen - Yours sincerely

Jessica Deutschmann

Relocation Coordinator

Von: Matt Talley

Gesendet: Mittwoch, 4. Februar 2009 18:24

An: Deutschmann, Jessica

Cc: Kauerhof, Reiner; Jurczek, Michael; Laurel Burton Talley

Betreff: RE: Request for additional moving costs

Ms. Deutschmann;

The tone of your reply is unacceptable. I was very plain in my previous e-mail: I asked for the contact information of your supervisor, the current status and location of our household goods, the name of the company that Hasenkamp has contracted in the US and a projected delivery date. None of these requests were answered. Instead of providing these details, you have threatened to withhold our goods and penalize us with additional charges.

I will ask you one final time for the information requested below and above.

Good day,
Matt Talley

From: Deutschmann, Jessica [mailto:J.Deutschmann@hasenkamp.com]

Sent: Wednesday, February 04, 2009 12:45 AM

To: Matt Talley

Cc: Kauerhof, Reiner; Laurel

Subject: AW: Request for additional moving costs

Dear Mr Talley

Thanks for your e-mail. I just looked through all the correspondence with your wife again and I did not find an e-mail asking me to put up a parking permit even after I told her the charges for it.

Furthermore I did not receive the pictures you talked about earlier. It is mentioned explicitly that our estimate is based on a smooth access with trucks/containers and that parking permits are not included unless the client tells us that one will be needed.

I am sorry about the timing regarding the additional costs but since your move has been handled inbetween the years it took a little longer. Since you said you have been really happy with our packers and the work

they have done as well as the way my colleagues handled the situation on the packing day we wanted to be polite and only charge you half of the additional cost.

We kindly ask you to agree with our offer otherwise I have no other possibility to stop the container from being delivered and claim the full amount of the additional charges.

If you have any further questions please do not hesitate to contact me.

Mit freundlichen Grüßen - Yours sincerely
Jessica Deutschmann
Relocation Coordinator

Von: Matt Talley
Gesendet: Montag, 2. Februar 2009 20:18
An: Deutschmann, Jessica
Cc: Jurczek, Michael;
Betreff: RE: Request for additional moving costs

Frau Deutschmann,

Please understand our frustration in this matter: We specifically mentioned a parking permit, in writing, as we knew it would be needed and we would have been more than happy to pay the additional 95 Euro fee. It would seem that the due diligence was not done in regard to preparation for your field team on moving day and that we have now been asked to pay for this miscommunication. There was no follow up on the matter by you office after our initial conversation and as you are a professional relocation company that has been in business since 1903, one would believe that such things as parking would be handled far in advance and be something that was identified as an unknown item in the logistical planning phase. On the day of our move, your workers seemed to be perturbed that no parking had been reserved and said that it was an internal issue and that we didn't have to worry about it. I am not going to second guess the movers as they do this every day, and they did note that the same issue had occurred with another mover around the same time. Have you discussed the situation with your movers?

Additionally and most disturbingly, the timing of your request for payment is odd as we heard nothing about an additional charge after the pick-up, nothing before Christmas, and nothing in the New Year until we paid the full amount of the invoice. We call and spoke to your company at least twice during this period and this extra charge was not mentioned. As we have not been given any sort of status on our goods or point of entry contact info and have paid the requested amount, it feels that this gesture on behalf of you company is in bad faith. At this point I would like to discuss the matter with your office supervisor. If that is a problem, I will contact the Köln-Frechen office for a resolution.

Please also provide us with the current status of our shipment, the projected delivery date, and contact information for the US company that Hasenkamp has contracted to deliver our household goods.

Regards,
Matt Talley

From: Deutschmann, Jessica [mailto:J.Deutschmann@hasenkamp.com]
Sent: Tuesday, January 27, 2009 1:39 AM

To:

Subject: WG: Request for additional moving costs

Dear Mr Talley

Thank you very much for your e-mail. Unfortunately I have not been in the office the day your move started but my colleague Michael informed me about the situation.

I will try to go through your mail step by step so that we can straighten out the confusion a little. I only received a list on your household goods which you filled in for company Schenker and we based our estimate on this list. Unfortunately I have not received any pictures from your wife regarding the building layout.

When you received our estimate your wife asked me what kind of cost are not included like it says under point miscellaneous in our estimate. I told her that there are some cost which we cannot calculate in advance since they depend on the situation in the States, e. g. customs officers, customs inspections, etc.

Furthermore I told her that a parking permit is not included in our estimate either, but it would be EUR 95,00 and we could arrange it but we do not have to in case you could speak to your neighbors. Your wife did not get back to me regarding the parking permit and that is why we did not arrange one.

According to your information it would not have been difficult for the truck to park directly in front of your residence but I would have to talk to the trucker directly why he was not able to park the container there. Unfortunately this is not going to change the fact that we had to load your goods onto a truck and load the container at our warehouse.

My colleague Michael already informed you about the additional costs this has caused us. Since you have been really satisfied with our packers and the rest of the organisation we do not want to upset you and therefore offer you to only charge you half of the incurred expenses.

We would be pleased if you agree to this solution.

If you have any further questions please do not hesitate to contact me.

Mit freundlichen Grüßen - Yours sincerely

Jessica Deutschmann

Relocation Coordinator

Von:

Gesendet: Dienstag, 27. Januar 2009 01:37

An: Jurczek, Michael

Cc:

Betreff: Request for additional moving costs

Herr Jurczek;

You had been corresponding with my wife, Laurel, concerning this matter, but I think that it is best if I take over at this point. I am somewhat confused by your request for an additional payment so late after our move from Germany and just after we paid the remainder of our balance with your company. We were very clear with Ms. Jessica Deutschmann concerning our

address, our building layout, the floor that our apartment was located on, and exactly how much material there was to move; to the point of sending spreadsheets listing our entire contents and a couple of photos of the house location and our street - attached. The price quoted was based on that documentation.

During our move in and during the two years that we occupied that residence we observed people moving in and out of the buildings all along the street with large and even very large trucks with no difficulty concerning the navigation of the truck onto the street. In fact, two weeks before the movers came, a large construction crane was removed from Odenwaldstr., via Pratoriusweg on a heavy duty multi-axled industrial trailer. This leads me to believe that you are requesting us to pay additional fees based upon the moving container not being able to park in front of our building. Is that the case? If so, then there seems to have been some sort of miscommunication within your agency.

There was a section of parking area that was reserved near our building for the date of our move, that we believed was reserved by Hasencamp, as is the norm with apartment moves in Hamburg for a space to be reserved. In our discussions with Ms. Deutschmann we noted that this had been done when we moved in and we were told that there was plenty of time for Hasencamp to arrange this as discussed in an e-mail from her dated November 19th in which she listed the parking permit fee being 95 Euros – see attached. Both we and the Hasencamp workers were very surprised to learn that the reserved space was meant for another company and that no space had been reserved for them to work. The man who seemed to be in charge of the crew asked who our office representative was and said that this had happened recently with another move as well. He said not to worry about it as they would work around the problem and he apologized a number of times that morning for the issue. The other man said, shaking his head, that sometimes these things happen and that they would talk to the office about future jobs. Please note that the workers that were sent to pack and move us were very professional and extremely mannerly and we could not have been more pleased with them.

At this point it might be best if you review the documentation and correspondence concerning our move and have a direct discussion with both the men who moved us and Ms. Deutschmann concerning the above matter before there is an additional request for added fees. Please let me know if you need any copies of the forms we filled out, a copy of our initial questionnaire, any of the correspondence we sent to Ms. Deutschmann, pictures sent previously to Hasenkamp, pictures from the move itself, or pictures from the street that morning as I made sure to save the documents pertaining to the move and photo document all aspects of the removal for insurance purposes.

Regards,

Matt Talley

From: Jurczek, Michael <M.Jurczek@hasenkamp.com>
Subject: your move to Renton

To:

Date: Thursday, January 22, 2009, 4:13 AM

REMINDER

Dear Laurel,

We are so sorry but we have to come to you with a small financial problem.

As per our quotation we have based our estimate on normal loading conditions but as you know we have had the problem that container can not come to your residence direct and we have provided one moving truck and two men more for transport of your belongings to our warehouse and reload into the container there.

We have to advice you the additional charges therefor as follow:

- one moving truck and 2 men (Mr Grabow and Mr Sergel)
from 14:30 to 18:30 = 4 hours x EUR 74,90 = EUR 299,60
- reloading at our warehouse from moving truck into container
4 men 18:30 to 19:30 = 4 men x 1 hour x EUR 24,50 = EUR 98,00

So we have additional costs of EUR 397,60.

As you know this has been truly please sent us your confirmation so we can send you the invoice as above.

If you have any questions please do not hesitate to contact us any time.

Best regards / Mit freundlichen Grüßen

Michael Jurczek

Relocation Coordinator