

# The Complete Truck Buddy Yelp Review Archive

*What Yelp doesn't want you to see!*



Yelp.com has been the number one source of business for My Truck Buddy (MTB) and a few other local moving companies. In the early days, just a few reviews drove a lot of business to our website. A year later, we had around 40-50 five-star reviews, and we pretty much stopped our pro-active marketing efforts (flyers, Craigslist, etc.). However, in the spring of 2011, Yelp purged everyone's hard-earned reviews.

The number one company on Yelp (which is run by a friend of mine), went from more than 100 reviews to around 19. We went from about 90 to 26. Other colleagues and companies in the business saw their reviews dumped into the ash heap of the Internet, too.

Yelp uses an inscrutable algorithm to "filter" (read: archive) "old" or suspicious reviews. Their explanation is reasonable – in short, it's to guarantee the veracity and purity of their reviews and therefore their business model. Unfortunately, the algorithm is outrageously aggressive, weeding out 100 percent legitimate reviews sometimes within 24 hours of customers posting them. Bad reviews, more often than not, remain. You can still find the filtered reviews by clicking on a tiny gray link at the bottom of the business page, then filling out a Captcha form, but in our experience, most people never see that.

Even worse, if business owners get a bad review, they get one chance to respond – regardless of whether the review is fair or even legitimate. Customers can respond as many times as they want. Since every now and then – especially when you do the kind of high volume we do – you get someone who writes malicious, false or slanderous reviews, it's nearly impossible to get your side of the story out there.

To borrow a phrase: “Let me be clear.” Let me be clear that most of us business owners don’t want to curtail anyone’s free speech, but we DO believe we have a right to respond to potentially libelous reviews.

We have a love/hate relationship with Yelp. We love Yelp for the business we get from it. However, we hate Yelp because not only do they have an apparently arbitrary ranking process (or at least deeply flawed), but they also offer little ability to defend ourselves.

So here’s our complete archive of Yelp reviews. And I mean “complete.” We show you the good, the okay, and the bad with little editorial comment. If you use MTB, please consider writing a five-star review – we need to keep feeding that beast to stay in business!

Chris Jolma

MyTruckBuddy.com

Emily J.

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Washington, DC

11/8/11

I used MTB for my 1 bedroom apartment move out to my rental truck I was driving out of state. They were extremely accommodating by fitting me in first thing on a Saturday morning. Two guys showed up right on time and got the move done in less than an hour. They don't charge a minimum or travel time if close by, and they pro-rated the hour as soon as they got done. They did a great job packing the van.

Nothing got broken driving it out of state in a rain/ snowstorm. Additionally they were really helpful ahead of time with recommendations of a truck company to use and what to buy for the move. I would definitely recommend them to anyone looking for a good moving company.



Marcus C.

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Bethesda, MD

11/03/2011

These guys are great. They helped us move with a three-bedroom move in May and again this week on a smaller job. During the move in May, MTB handled all of our furniture with care, and moved us in without leaving a single scratch on the new paint job. For the recent, smaller job, MTB's customer service and moving personnel were responsive, flexible, and a pleasure to work with. Highly recommended!



Adam P.

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Washington, DC

11/03/2011

These guys did a fantastic job on a recent move. They were quick, communicative, and very helpful. I would highly recommend them for moving a one-bedroom apartment or one person

within DC.

Since my girlfriend and I were collapsing from two separate apartments into one, I greatly appreciated MTB's help in coordinating and executing the move. They provided helpful cost estimates, were quick and friendly on-site, and moved all our items without any damage to our new apartment.



**Jeff D.**



Alexandria, VA

11/02/2011

We are a professional cabinet shop that has used My Truck Buddy for a number of moves. They move our finished product from our shop to wherever it needs to be installed. They are always on time, friendly and very careful with the pieces we make. I can't afford to have pieces damaged in transit. That is why I will continue to use My Truck Buddy for all our moves. I do not have to be there I know it will be do right.



**Scott G.**



Washington, DC

11/02/2011

MTB did a small side job run to IKEA for me and I couldn't be more appreciative that they did it for me. MTB saved me the frustration of ordering online, juggling deliver times and delivery fees (they charged me less to deliver than IKEA does!). Chris and the crew were great to work with and I plan to use them when I move and esp if they do another IKEA run. Thanks guys!



**Janine L.**

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Herndon, VA

11/02/2011

I've use MTB twice now -- they are wonderful! I love their website and it's easy to connect, get a price quote and schedule a move. We did two "micro moves" -- moving some furniture into an assisted living facility for my mother in law and then a few months later moving a few more items from a condo in Rockville to our Herndon home - easy easy - nothing too much to ask - the huge china cabinet must have weighed a ton and the boys didn't complain one bit. MTB is my go to company for any and all moves and I recommend them to my friends all the time.



**Rashad U.**

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Washington, DC

10/28/2011

Chris and the guys are totally professional. I needed 3 guys and a truck to move a 1-BR apartment (June 2011), and they did it all in less than 3 hours and under \$350. I wholeheartedly recommend them.



**Robert R.**

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Lorton, VA

10/27/2011

Simply a fantastic job! This June I was moving from a two bedroom townhome in Alexandria to a house in Lorton, both of which had three floors. Now don't let the fact that I only had a two bedroom townhome fool you into thinking this was a medium size job, because I really packed

a lot of sh\*\* into those two rooms, and also don't worry about why I moved in June and I am just writing a review now, all you need to know is that I am just incredibly slow and lazy, and that Truck Buddy did a great job.

When I called I received a very reasonable quote (about 6 hours and \$600), set up the appointment, and set to work packing and organizing my belongings with the anal retentiveness that only many years in the military can instill. My goal was to fulfill my drunken boast to a stranger I met at Mango Mike's bar the night before, "I will be the easiest customer truck buddy ever had! Now pass the peanuts!" or something like that.

Of course they show up early and eager to work as I slowly dragged my hung-over body to the door and through bloodshot eyes watched two gentlemen race up and down the stairs with furniture and boxes, while another gentleman organized and stacked the boxes into the truck. Just 45 minutes later the house is empty, happening so fast I was not even able to run down to the local McDonalds to pick up a couple breakfast burritos, a greasy hash brown and an OJ, a quick cure for even the mightiest of hangovers.

Off to Lorton we go, and the darn truck almost beats me to my own house! I had to "punch it" at every light, run a few stop signs, and swerve to miss hitting a large man wearing a Cowboys jacket who was taking just a little too much time in the crosswalk. I know I should have at least "winged him", but I was desperate not to lose a moment and make it to my house before the NASCAR driven moving truck.

Once at my residence, I can barely keep up with the pace of the movers coming in and out of the door, up and down the stairs, back and forth from the truck, and am I am just standing in one place watching them. 30 minutes later the move is complete. "Whatcha you talking about Willis!" I am talking about the entire move took barely two hours and that included the drive to Lorton, and I thought it was going to take 6 hours.

Time to pay the bill and my hands, well they are a trembling, because I spent much of the money I had set aside for the movers the night before, buying rounds of drinks for pretty ladies, thinking that somehow I might "get lucky", but my efforts were to no avail. The grand total of the bill, with a very nice tip.... \$300. Just 300 bucks! It would have cost me that much for a U-Haul, a couple large pizzas, and a keg of beer to get my friends to come over and help me move (a.k.a. breaking most of my furniture, smashing several fingers, shouting every curse word in the English language, and even making up a few) on a long Sunday afternoon.

Bottom line, these guys were great. They were on time (actually early), very friendly, nothing was lost, nothing was broke (although my fiancé has a couple Jersey Shore DVD's, and there certainly would not have been any tears shed had those been lost or smashed), they did the job in less than half the time, and half the cost. This was an easy five star rating. Lesson for myself and anyone calling to utilize their services, if you want to save yourself a lot of money, I saved \$300 off the estimate, take the extra time to make sure your stuff is completely packed, organized, and ready to be moved when they arrive.



**Harriet B.**

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Chevy Chase, MD

10/26/2011

Having only one large couch to move from my apartment in Chevy Chase to a house in McLean, VA, as well as moving a couch from the house to the street, I didn't want to spend a fortune.

The only company that quoted a reasonable rate was My Truck Buddy. And it was worth every penny -- and more. The movers were unavoidably delayed, but informed me immediately; they arrived earlier than expected; were courteous, efficient, and very pleasant and I couldn't be more satisfied. You can be sure I will call them again for any moves, large or small.



**Abby B.**

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Alexandria, VA

10/25/2011

I love these guys. They took the stress out of moving... and didn't add any. That was my biggest fear about hiring movers, that I would have to worry about their integrity and handling of my stuff, but these guys were GREAT! They were prompt, professional, accommodating and full of tips and tricks to make the whole process easier. As cliché as it sounds, they truly felt like buddies... They even stuck up for me when I just about had a battle royale with my new landlord and the contractors that were STILL at the apartment when we showed up. They calmed me down and made the whole experience as comfortable as it could possibly be. I absolutely plan to use these guys again for my next move!



Madeline S.



Washington, DC

10/19/2011

I cannot say enough great things about Chris Jolma and his team at <http://MyTruckBuddy.com>! Chris was highly supportive as closing presented changes and delays. He accommodated my changing schedule in ways that exceeded the highest customer service standards. And, from start to finish, his crew moving my things was excellent! They were as conscientious about safely moving my belongings as they were about being considerate of neighbors and building rules at both locations. Throughout the entire process, I appreciated (and will remember) Chris for his professionalism and support.



Melissa K.



Alexandria, VA

10/18/2011

They've moved me twice - once from Capitol Hill to Alexandria, and once from Alexandria to the parking lot. I had a strange situation with the second move - just needed movers to load the truck so I could drive it to NYC - and they didn't charge extra or have any problem just doing a few hours of work. They packed the truck securely, handled all of the heavy lifting, and were just an excellent help.



Rich O.



Arlington, VA

10/18/2011

Hired them for a condo move. The guys showed up exactly at the appointment time. They were friendly and worked hard. The move occurred at the end of July-11 and it was in the upper 90s and humid but it didn't slow them down. The cost of the move ended up in the middle of the estimated range they quoted me. They were careful with all items - there was no damage

to anything moved or any walls/doors, etc. I will definitely consider using them again for my next move.



Jeremy D.



Washington, DC

10/17/2011

Used MyTruckBuddy for a move this past Saturday after reading through the Yelp reviews. They arrived 10 minutes early, were incredibly fast and efficient, careful with our belongings and house, and took less time than even their low-end estimate. In fact, it took 2.5 hours total for a move estimated to take 3 to 5 hours. It seemed as if the movers were sprinting in and out of our house, and my wife even compared the crew to the porters who race through the Andes while carrying packs and equipment on the Inca trail. Since they charged a flat hourly rate + truck free, the quick time went right back to us. I'd highly recommend to all. The company clearly prides themselves on ensuring a positive experience for all their customers, so I'm happy to add another 5-star review. It's well deserved.



J. P.



Washington, DC

10/14/2011

I have used MTB twice and I could not have been happier after both occasions. Booking was painless and Chris was flexible with some last-minute changes. The movers were friendly, fast and efficient, and it was wayyyy cheaper than any other service (if you can afford to rent a truck and feed a couple friends pizza and beer, you can afford to use MTB). I was also impressed with their handling of a situation where they had to hoist some heavy furniture over a tall fence because it wouldn't fit thru the front door - great job. I have and would definitely recommended them to anyone moving in the DC area.



Andrew P.



Washington, DC

10/14/2011

These guys are the best! Friendly, efficient, and helpful during the inevitable challenges of any move. They even gave me a ride to my new place. Call them. You won't regret it.



Timothy L.



Fairfax, VA

10/7/2011

Glad I found this little gem on Yelp. My friend had some stuff stored at my house for a year or so and we finally had a chance to get it moved. I called a bunch of places and then finally came across MTB. Chris was quick to respond and friendly. But it's not the voice over the phone that impresses me. It was the service. He showed up on time - I made him wait a bit but he was flexible and didn't charge me at all. Everything that looked even remotely fragile, he took an extra 5 to 10 minutes wrapping. He got a bunch of stuff up to NYC from DC for a great price and from what I hear, the unload experience was just as good. Check out his story on the website too. I could not have been happier with the experience.



Mia P.



Arlington, VA

10/7/2011

My Truck Buddy moved our upright piano from the dining room to the basement of our little Arlington house this week. They showed up on time, brought 4 guys, were in and out in 1/2 an hour. This was not a job for my husband, 3 of his friends and a case of beer - the piano barely fit out the door and had to get around a very tight corner at the bottom of the basement stairs. They guys were extremely neat, polite and fast, and the price was about half what I was quoted by a craigslist "mover" who had no insurance and didn't show up the first time I scheduled them. One question for MTB: do you paint and remodel bathrooms? Because I need someone just like you for some small jobs around here...



**Jules A.**

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Washington, DC

10/6/2011

It's almost like there are two companies being reviewed here. The reviews are mostly one or five stars and never the twain shall meet. Some people just can't be pleased I would assume.

My repeated experience with them has been simply stellar. Use them for your move as many have done here. You won't be disappointed (unless you're naturally disappointed with, well, everything in life).

I did my first move with MTB a few years ago and they were frickin' awesome. On time, great communicators, didn't go through my stuff to seal my stash and/or porn, didn't break anything, and the moving guys themselves were polite as choir boys. I tried to get them to swear a bit, no luck there.

Then they moved my office. They moved my office again and all was great as before. I don't have a car big enough to carry a sofa I bought on Craig's List so they lugged that 800lb monster for me. I've recommended them to friends who have been equally delighted.

It's really hard to go wrong with these guys.



**Robert T.**

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Washington, DC

10/5/2011

This was an excellent experience. It has been said that moving is one of the most stressful times in a person's life; it's right up there with marriage, divorce, and death. So, the benefit of hiring movers for the first time in my life definitely seemed worth it. I have moved quite a bit in my time on this earth and I can tell you the horror stories that range from lazy, slow movers to damaged goods.

We came to know My Truck Buddy (MTB) as a word of mouth recommendation from a friend who had recently moved out of our apartment building. The move was from Arlington to NE D.C. Needless to say, despite the fact that the front desk lady (who's a capital "B") double-booked the loading dock and the guys needed to use an unlocked elevator away from the loading dock to move us, they still got us into our new townhome in 3.25 hours. Much faster than I could have ever done by myself!

They had issues getting the box spring and into the bedroom and had to walk the couch around the building to go through the front door. With some minor scuff marks and dents in the walls (which are to be expected when moving) nothing was damaged or broken.

I would definitely recommend them to anyone looking to move, just make sure that you have your ducks in a row and everything will go smoothly and save you time and money!

I just hope they enjoyed all the beer we "donated" :-)



Heather M.



Washington, DC

10/3/2011

Great company. I have used them three times now and each time, they are friendly, fast and professional.



Paul R.



I moved again and also helped a friend with his move, and again used MTB. Just like the first move, it was fast, careful, professional and skilled. The two crews we had on each day (one included the owner, Chris) were top notch.

MTB writes on its site about taking customer service seriously. And it is a company that puts that value

into practice. The MTB guys are also really, really friendly. They won't waste time chatting it up with you, but they are genuinely friendly guys who take away the anxiety of moving.

It seemed like nothing was too big or too small. I did my best to make their job easier by putting everything in boxes of similar sizes. But the end of packing always means odd bits of stuff that don't seem to fit in anything but tote bags. They never complained about anything I packed.

I hope to not move again for a very long time. But when I do, I hope these guys will still be around. Thanks, Chris and all the MTB movers.



## Justin C.



I've moved a quite a lot over the last 5 years, and one thing I realized a while ago is that I have definitely reached the point where the cost/benefit analysis of paying someone else to do the work for me came long ago. Somehow I managed to accumulate a lot of stuff in my life, and unfortunately most of it is pretty damn heavy, especially when packed tightly into 30 gallon containers. So, when I finally got the chance to jump on a beautiful rowhome in DC I knew right away who I would be calling. I actually wanted to use My Truck Buddy for my move from McLean to Alexandria the year before, but unfortunately they were entirely booked at the time. It did give me yet another company to compare them to however, and makes it even easier to assert why I feel they are the best movers in the business.

Since my move to Alexandria a year ago they have expanded the operation (including a few new cities), so there was a bit more flexibility in the schedule when I was booking my move to DC. With only about 3 weeks notice I was able to secure the date that I needed, although I was a little worried that the only time slot was in the afternoon. As anyone knows, getting into DC later in the day, dealing with traffic, and then trying to find a parking spot for a huge moving truck, in Logan Circle of all places, is no easy task and can be quite time consuming. While there was little I could do to change that, it wound up not being an issue at all because the crew was so incredibly efficient.

To be fair, I'm pretty well organized when it comes to moving now, and I had everything in easy to load piles of containers (much more sturdy than boxes, and have handles). They did show up about an hour early too (after calling to make sure it was OK), so I had to disassemble some things as they were moving others, and didn't quite get everything packed that I had wanted to. Again, it didn't really matter since I filled the entire truck up, so anything left behind I would have to come back and get myself. The early arrival and relatively quick loading time meant that they were on the road by 4PM, avoiding most of the

awful DC gridlock, and somehow managed to get lucky with a parking spot directly in front of my house.

Just a bit under 2 hours later and all my stuff was moved into the exact rooms I had instructed, not a single item was broken, and they were done in time to put me right in the middle of the estimate that was provided prior to moving. I passed on the rest of the difference as a tip to the moving crew for being so outstanding. I know some of the things I had them moving I would absolutely not want to have done myself, or even with friends, so they saved me a lot of time and more importantly the physical strain. One of the best things, as others have noted, is that you essentially only pay for the hours these guys work with no fuel or weight surcharges, and they don't try to charge you outrageous amounts for special items like HDTV's and picture frames.



Betsy S.



Arlington, VA

9/26/2011

So so easy! I was moving from a 2 BR in Alexandria to a studio in Arlington, and only wanted professional movers for my giant Ikea bed and dresser. MTB disassembled my bed and moved the giant dresser, then put together the bed again, in about 1 hr and 15 minutes. It was easy, cost about \$110, and I would definitely use them again. Fun guys, too.



Virginia S.



Silver Spring, MD

9/27/2011

I moved this past weekend and used My Truck Buddy for the first time. I would totally use them again because they were great. They showed up on time, which is always good with me, and got right to work.

They were quick and charged me what they said they would (the estimate was very good). I would definitely recommend them to all my friends.



Vanessa G.



Arlington, VA

10/1/2011

I don't think I can express what a great job these guys did today during my move with them. I am a pretty type A person who usually believes that if you want something done right you should do it yourself - that being said I'm just not capable of moving my apartment quickly.

Mike and his partner showed up on time (early even!) and didn't waste any time. Their truck was packed in about an hour and they moved the rest of my stuff in in about 1.5 hrs. The team was super professional and funny and it really calmed my nerves to have them there. The only casualty? An already broken lamp. I thought the price was more than fair and I intend to use MTB next time I move - hopefully not anytime soon.



Ian P.



This is the best moving service I have ever used. The price is inexpensive and the quality of the work done is excellent. No add on fees. No lollygagging. Just work. They did exactly what I asked and were very good communicators and smart guys. Took great care of furniture and especially with not bumping walls in the new place around awkward corners in the old house. Most professional bunch I have ever encountered while moving. People say you get what you pay for. Here I got a lot more than what I paid for so a good tip was in order. I'd pay even more per hour to use these guys again. Chris was great too on the reservation and coordination side. A 100% excellent deal.



Stephanie Y.



Washington, DC

9/30/2011

These guys were fantastic: fast, efficient, professional, and courteous. Highly recommended.



**Brent K.**

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Arlington, VA

9/30/2011

There is no way that my one-bedroom move (from Mt. Pleasant to Clarendon) could have gone more smoothly.

Chris's guys were punctual, fast, careful, and unflappable... and there were no surprises when it came time to pay.

In a world increasingly devoid of customer service, this is the kind of entrepreneurship we should be supporting.



**Kaby B.**

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San Mateo, CA

9/28/2011

I used MTB for 2 moves. One involved moving a large number of very heavy boxes into a storage unit a year ago and the other involved moving all those very heavy boxes into a moving van recently. The 2nd move I coordinated with Jimmy from California and he was, as usual, professional and prompt. Nelson went above and beyond to help get the moving truck situated to expedite the loading. Don't overlook this group of guys for small jobs - they know what they're doing and they always keep you in the loop. They're efficient, friendly, on-time and the price is good. Would recommend.



**Jessica W.**

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Sterling, VA

9/29/2011

I called My Truck Buddy getting ready to move into a new townhouse, and it was such a great experience! Moving is always so stressful, especially when you're moving by yourself, but they were so helpful and encouraging throughout the whole process. It was easy to schedule a time for them to come, they arrived on time, and were ready to start as soon as the truck pulled up. Jimmy and Robert were pleasant and professional, and so careful with my stuff! I was able to focus on getting the house cleaned while they moved, and I didn't have to follow them around to make sure they weren't banging into the walls. They worked so quickly, it seemed like there were five guys moving instead of just two.

When we got to my new house, they were just as efficient. At one point, Jimmy noticed that one of my doors was hinged wrong and even fixed it for me.

Like I said, moving can be terrible, but MTB helped me to feel comfortable and cared for. They are an honest company, whom you can trust to give you a fair price and dependable service. I definitely recommend them to anyone needing some extra help (and peace of mind) during a move!! Ask for Jimmy and Robert :)

Kara W.



9/26/2011

As have most of us who went to college, moved every single year during that time (sometimes every semester), and never stayed in one place more than two years since graduation, I have done a lot of moving. There are two ways to move: the hard way and the easy way. The hard way involves procrastination (remember, trying to drink away your distaste of packing does not rid yourself of the need to do it. Packing sucks waaaay more if you are hungover). The hard way also involves some combination of lack of proper packing materials, proper equipment, or manpower. Are you over moving the hard way? Have you asked your friends for help moving about six too many times? Too old to bribe people for help with only beer and pizza? If you don't want to do the hard labor yourself, but you do want an easy move, you must Follow The Rules:

1. Email My Truck Buddy. I have used them twice (first time- late 2009, when the business was new. Chris himself, and his buddy, moved the contents of two apartments into one). They've become much more popular now - for good reason - and they get booked up fast. Get on their schedule as soon as you know your move date!

2. Discard your junk viciously. This is the time to edit like crazy. Think to yourself: do I have a need and a space for this in my new place? Do I want to pay for it to come there with me? If the answer is no to either question, donate or throw away.

3. Get decent boxes (from Home Depot or someone who's recently moved) and fill them all up. Don't make them too heavy, but don't leave anything out. Label clearly so the movers know which room to take them to.

4. Remember-- this is very important. You must have Every. Single. Item. packed away well before the movers arrive. If this means taking a day off work to pack, or staying up all night before they arrive, DO

IT! You cannot be packing stuff into boxes when the movers come, or else you are wasting your money. It will slow them down and lengthen your move (not to mention make it more painful- literally and figuratively. You'll be cursing yourself.).

5. Watch Chris or one of his crews arrive at your place EARLY (at least 5 mins). If they're running late for some odd reason, I am sure they will call you. Then watch them load stuff into their truck ridiculously quickly and efficiently.

6. You are moved! Set up your bed first (my mother's advice, smart lady)- then you can go about your business and it will be ready for you to fall into when you're exhausted.

Our one bedroom apartment to house move in late August 2011 (all in town, but different quadrants of the city) took three hours total (with three crewmembers). That is lightning fast, but keep in mind we had a less than average amount of stuff (according to these guys, who do tons of moves!) and we followed The Rules. Chris charged us the usual rate plus a \$75 truck rental fee. We needed a bigger truck because of the amount of furniture we have. It came to about \$450, total which is a very fair price. Surely you could find some guys on craigslist to do it cheaper, but then you have no timing/quality control. Chris stands behind his results (he was super careful not to scratch any walls- made sure to ask how and where things were to be placed- and even took our bedframe apart for us!). Do not hesitate-- hire My Truck Buddy for your move!



**Karsten D.**



9/26/2011

My Truck Buddy was fantastic, from the moment we contacted them during our search for movers. They have a great approach to estimating your move-time and cost and, as promised, they came in right inside their range. The moving team was professional, very considerate of our belongings and our move-out and move-in locations, and fun! Great Job MTB!!



**Michael L.**



Washington, DC

8/18/2011

Wow! These kids were good. They came in on time, took care of business, and got done in quickly. They didn't milk the clock one bit... in fact, I literally at one point told them to "slow down"-- otherwise they would've finished in like 40 minutes unloading an entire 1 bedroom. Still, I was pleasantly surprised and

they did what they said... finished quickly adn charged for what was done. Of course, they were good kids... so i gave 'em a pretty hefty tip. So tip 'em damnit!



Amy M.

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8/10/2011

Moving day was as painless as possible because of MTB. The guys were very friendly and efficient, and I would recommend them to anyone.



Ray C.

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Bethesda, MD

9/5/2011

I seriously have been too relaxed in my new place to write this review, but I need to commend this company on an awesome job. Least stressful move EVER. I moved my half of a two bedroom apartment into a studio about a month ago, and everything went so smoothly, from me booking with Chris, the owner, to my great experience on moving day. My crew: Mike, Nelson, and David were scheduled for the late afternoon, but they finished early and called to see if I was ready for them (it pays to be completely packed ahead of time like I was!) I went to park my car and from the giggles I heard from my mother, I knew these guys must be all right-my mom is one tough cookie :) Anyways, the move was quick, the guys were friendly, professional, and super-efficient. I had quite a bit of stuff and we moved in about 2 1/2 hours or so? The price was very reasonable, and I will definitely use this company again next time I move.



Nicole R.

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Bethesda, MD

1/30/2011

I called Chris after reading these reviews because I needed a reliable mover that could do the job in just a few short days. I lucked out because he was able to squeeze me in.

Chris (the owner) was so courteous on the phone during the initial call. He instructed me to go online to fill out the estimate form and I received an auto reply that night with some helpful basic information and what to expect, etc. He followed up the next day with a thank you and an approximate estimate.

Move day: They showed up extra early and loaded everything quickly. Despite snowy conditions and some glitches that were beyond our control, Chris stayed calm and professional the whole time.

I couldn't have been happier with the service overall and my tip reflected that. People, these men work hard and go above and beyond so make sure you tip accordingly. Chris is super organized and on the ball. Truck Bud rocks.



Katie M.



5/13/2011

When I needed to move from a two bedroom in Arlington to a 1 bedroom in Glover park I decided to check Yelp reviews for a good lead on movers to use. I was so surprised one company could have so many 5 star reviews! I requested an online quote from My Truck Buddy and from another moving company that I used a couple years ago. While the other company did a great job last time My Truck Buddy had many more higher ratings on Yelp and a better quote.

Moving day could not have gone better. I was very nervous because my new apartment is on the second floor and is only reached by a small set of stairs. I was afraid it would prolong the moving time by a lot and someone might get hurt (what can I say, I'm a nurse I worry about these things.)

The two movers showed up in plenty of time for my scheduled appointment, were super friendly and courteous, and were very very fast in moving my stuff down to the truck. They even reassured me when I voiced my concerns about getting the heavy stuff upstairs at the new place. They got stuck in traffic in Rosslyn but deducted time off my total bill saying it would not be fair for me to have to pay for them getting stuck in a construction mess that tied up the roads!

At my new place they were again very fast and efficient in getting my belongings upstairs and inside.

I would definitely recommend this company to anyone.



**Sarah R.**

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Washington, DC

3/24/2011

I've never written a Yelp review before, but I had to write one for My Truck Buddy!

I found the company on Yelp after doing some research for a mover and I requested lots of estimates--I was looking for a mover at the last minute and wasn't sure what availability and rates would be. I got a call from Chris about an hour after I requested an estimate with a GREAT rate. I knew I'd have a small job and MTB was by far the most reasonably priced.

They showed up about 20 minutes early (I was ready because I read so many reviews saying they came early), which was great. I have an Ikea bed and thought I could disassemble it myself before they got there--it turned out the Ikea tool I had was the wrong size. No problem--they did it for me and even reassembled my bed in the new place. Moving my things to a new apartment took an hour, including dealing with the bed (I didn't have much), and they even took the truck (I couldn't fit) to go pick up a couch for me and bring it to my new place.

All in all, a great moving experience! I'll definitely use them again the next time I need to move.



**Melissa H.**

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Arlington, VA

2/7/2011

I contacted My Truck Buddy a few weeks ago per the recommendation of a friend and all of these wonderful Yelp reviews. I booked them for our move from a 2 bedroom apartment in Alexandria to a 3 bedroom house in Arlington. My husband and I were extremely happy with their service, from the initial contact through the move.

On Friday morning, Jimmy and Pete showed up 5-10 minutes before 9 and surveyed what furniture we had and the boxes that needed to go. Tomas and his brother showed up at 9 and they all got to work. In 3.5 hours, two beds were disassembled, the truck was loaded, our items were transported to the new place, the truck was unloaded, and the two beds were assembled. I could not believe how quickly and

efficiently the four guys worked. It was the best \$497.50 I could have spent on a move.

If we move locally again, I will definitely be using My Truck Buddy again. Their website is very user friendly and answers most questions one could possibly have. Jimmy responded in less than 48 hours to my online form with an estimate. His original estimate was 4-6 hours with three guys and our move ended up being 3.5 hours with 4 guys. I can not rave enough about this company, so definitely use them and see for yourself!



Erin D.



Washington, DC

4/2/2011

When we were moving, I requested quotes from a few different companies because I was really nervous about letting someone else handle our stuff. We had always moved on our own before with the help of friends, but the timing didn't work out this time. We had to move between Christmas and New Year, and only week days were available - I couldn't take time off work, and my husband couldn't possibly do it alone.

Truck Bud was neither the cheapest nor the most expensive I found, but they were affordable and by far the most responsive and most friendly to my inquiry, so I decided to go with them. So glad I did. None of our stuff was damaged in the slightest (my biggest fear from friends' horror stories with other movers!), and they helped my husband to arrange all of the heavy furniture where we wanted it since I'm not much help with heavy lifting. Everything was done on time (they even were there 15 minutes early!) and my husband said all of the guys were incredibly friendly and very clearly took care to protect our stuff.

I will definitely use Truck Bud again when it comes time to move from this apartment and highly recommend them to any other anxious movers!



Monica V.



Annandale, VA

6/23/2011

I feel like I needed to write this review. These guys are so professional, kind, and thorough. In the past 8 years, I have moved seven times. Never have I had a mover that I would refer again. Chris and his team were absolutely phenomenal- nice to my mom, worked their tails off, and totally worth every penny. I have referred them to all friends and brought a stack of their cards into work with me. Do yourself a favor- just hire these guys.



Chris W.



Reston, VA

1/27/2011

Perfect move within Reston VA with Jimmy, Pete & Tomas. Sometimes with a 3 man you have one person doing inventory or directing but this team was well-run and experienced enough to all work as individual contributors. As well I found them super-smart and personable.

Consequently, the move went swiftly. The team arrived about 10 minutes to 9 and finished a 2BR move, 2nd floor condo to a 3rd floor condo 2 miles away, end to end, before 1:30, no problems whatsoever, no damage, no mishaps, at an incredible price. Granted this was the shortest-distance move we've ever done, and we had pre-moved a bunch of items already, but 4 hours is FAST.

10 moves in 10 years, here is my take: In the SF Bay Area your go-to local moving company is Zhang's, long-distance is Moovers, and in the DC area, local goes to My Truck Buddy.



Brock B.



Washington, DC

1/1/2011

There's a reason these guys have so many five-star reviews. Chris, Robert, and Ara helped me move earlier this week. First off, they were not only on time, but 15 minutes early. Definitely a plus in my book.

All three guys were incredibly friendly, worked quickly, and were really careful with my stuff - even my crappy sub-Ikea particle board end tables. We spent the second half of the move discussing zombie movies and the variations therein, and the ways Truck Buddy could be helpful in the coming zombie apocalypse.

I had never hired movers before, so I was a little apprehensive about how careful and quick they would be, and these guys far exceeded my expectations. I'm definitely going to remember them in a few years when I inevitably move out of this apartment.

Oh, and Chris even said I could be an honorary Truck Buddy for the day. I mean, he didn't have any badge stickers like cops give to kids of anything like that, so I'm not sure how official it is, or whether I should be including it on my resume (I am), but I still feel pretty special.

(Also: right now, there are 47 more reviews that Yelp has filtered, for some reason. If you scroll to the bottom, you'll see "(47 Filtered)" - click that to see the rest of their great reviews)



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## Local L.



Washington, DC

5/11/2011

Yep - they're the real deal. My one bedroom apartment move took a little less than four hours and cost me under \$500. Every step was excellent. Might I also suggest following their suggestion on <http://www.rentourboxe...> - also excellent.



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## Brian S.



Washington, DC

1/10/2011

I'm fairly certain these guys are the world's best moving company. I called them over the holidays to move a substantial 2 bedroom apartment with my numerous crap down four flights of stairs and to another building. These guys responded immediately, showed up early, worked like champions, and did an all-around perfect job. They were super cool and efficient to the extreme.

I'd recommend these guys to anyone and everyone in the DC area, big or small move, these guys will come through for you.



**Greg M.**

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Washington, DC

7/22/2010

Honestly, these guys don't need another 5 star review...but they deserve it.

Communication was clear and professional, with detailed explanation of what we needed to do to make the day go smoothly, what to expect.

They showed up 5 minutes early of scheduled move time and got right to work. Although billing hourly, they were quick and efficient, pausing only to think about the most space efficient way to load the truck. Their tetris truckloading skills were outstanding, nothing could possibly have moved or broken during shipping.

Unloading the truck was just as smooth. Although the job had been quoted as 5 hours and \$590, they finished in 3 hours and \$390 (for a two bedroom townhouse). We were thrilled.

The guys were fast, careful, professional, but with a sense of humor. I can't give them enough stars.



**Atopchef A.**

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Washington, DC

5/23/2011

Great guys that are very well priced. I have used a couple different movers and these guys are the best value.



## Maanasa K.



Washington, DC

7/21/2010

I actually just moved and I felt compelled to sign up for a Yelp account just to rave about their services. As mentioned by others, Chris is wonderfully prompt with his replies. He was patient and answered most of my questions.

On the day of the move, they were a few minutes late but called me to inform me that they would be. They were professional, helpful and so nice. Oh and it didn't hurt that they were good to look at too : )

This was about the most painless move I have ever been through. I am so glad I decided not to move by myself. All my stuff came in absolutely unscathed. We ended up finishing earlier than planned and I ended up paying lesser than what was quoted!

Kudos to Chris and his wonderful team! I really hope they are planning on expanding their business to other cities!



## Natalie L.



Washington, DC

1/2/2011

As many people probably have had happen (or not), I had a mover totally bail on me the day he was supposed to show up. I'm talking "you're supposed to be here at 10am and you called me at 10am to tell me that you're not coming because your truck won't start and you can do it tomorrow". To add insult to injury, when I very bluntly expressed my dissatisfaction with this new arrangement, suddenly he could not only make it "somewhat" on time (It's a miracle! The truck suddenly starts!), now we could have THREE men to do the job as opposed to the measly TWO I was going to get, and the price "wouldn't be much more." (It's a miracle! Not only does the truck start, but now it can accommodate more bodies!) JOY!

That was sarcasm.

After I very loudly (I tend to get loud when I am upset) and bluntly let it be known that there was no arrangement they could come up with that would work, this company proceeded to call me 5 times within the next 10 minutes in order to badger me into "keeping my commitment". And then had the balls to tell my loving father that he wouldn't get his credit card deposit back, since we "releged on the deal". Uh, hello? YOU were the one who ADMITTED, on the day of "the commitment" you weren't going to be able to show up on the day of "the commitment"! At all! I'm supposed to have faith in you showing up tomorrow?

Daddy got loud too.

I digress. The point of that was to share just how desperate I was. I was recovering from a relatively major illness and thought, at the time, I would be moving out of the area to recover. I absolutely could not do this move by myself and I absolutely could not leave my things in the apartment. I needed to be out by a certain time, and was freaking out. Not good when you have been hospitalized for a week and are still in recovery.

Enter Truck Buddy. I called and **\*\*tried\*\*** to be relatively calm about my need for a move that weekend, with less than a week's notice. I explained what had happened, exactly what needed to go, and why this needed to happen with THEM. I had looked at their website and it looked like they had no room left (which Chris told me was actually an incorrect interpretation, and he stated he would work on that, Woo hoo for pro-activeness -- or is it pro-activity?? I don't know but I like it). Chris let me know that he thought he could do it, and gave me an exact time that he needed me to follow up on the phone (11:00am) since I had called at the crack of dawn, and told me to put everything that I just said in writing so he had everything down. Considering how early it was and that I could hear the his little ones in the background, he was quite gracious. He picked up the phone AND was nice!

Woo hoo for clarity and niceness!

The deal was sealed in less than two hours. No deposit needed. Confirmation email sent. Paranoid phone call from me to make sure they'd ACTUALLY show up was promptly and laughingly answered. And yes, they showed up. At 1:58pm for a 2:00pm move. I'm glad I was a believer, dressed and ready to go.

Two guys showed up with the truck, John and Joe. Joe is an impossibly attractive tall, blond, muscular Viking looking former crew team member who was very interesting, personable, and quite strong. (Helloooo Thor!) John was equally cute, with striking green eyes and quick wit. No meat-heads here. To me, this is a good thing. Chris chooses people that can take direction and treat the "movee" with courtesy. What really got me was that the third guy, Rick, was late simply because his wallet was stolen from the coffee house where they had taken a break, and he went back to retrieve it, and he didn't find it, and he STILL came to do the job! I would have been quite bent outta shape if I had no wallet, cash or ID, but Rick was the consummate professional and showed up. Apologized profusely like he thought I would bite his head off. It was nice to see those bright blue eyes sparkle when he realized I wouldn't kill him for being late. Makes me wonder who the hell these movers are subjected to.

Anywho, Wow.

They got me out of my third floor walk-up apt and into my storage unit in less than 3 hours. Friendly, clean, intelligent, timely, and affordably priced. You can't beat it. So pleased was I, that I became lucid enough throughout all this stress to give a great tip on top of the fee. (and John made sure I saw the calculations. Woo hoo for conscientiousness!) These guys are good, they were worth the tip, and I felt I simply had to ensure they stay in business. Now that I am recovered and my job has made things so lucrative that I simply must return to the area, I hope Truck Bud will be available to move me into my new place. I simply do not want to go with anyone else!

Wait, that sounded wrong didn't it? Ah well, I get happy when I find a good business. You should get happy too. (But not too happy, I need to have a slot!)



Graham L.



Washington, DC

5/9/2010

I recommend My Truck Buddy to all my friends. Mainly, because I don't want them to ask me to help them move. For the most part, we yelpers here in DC we're all young professionals making plenty of money. So why burden your friends when you can support a locally owned business that does a great job and is perfectly affordable?

Hire Chris and My Truck Buddy and you will never go back to moving yourself again.

TIP: Get all your stuff packed and sorted well and things go much more quickly--saving Chris & co time and saving you money.



Erika B.



Washington, DC

7/2/2010

All of the other yelper's reviews were really helpful. Thanks! I am so glad I found Chris and his team. They were pleasant, professional, affordable and reliable. I encourage everyone who is moving to consider reducing unwanted stress and hire these guys.

Byron, Kyle and Robert showed up 15 minutes early which was a good start. They were young and polite and extremely careful with my stuff. I had known from correspondence with Chris that this is a well-managed company but the demeanour of the employees really showed. Despite some tricky furniture and a torrential downpour the guys were able to move me on time and under budget! They finished in 2.5 hours rather than the 3 hours we had originally expected. What a treat?!



## Rebecca F.

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Washington, DC

9/4/2010

We found Chris and his company, my Truck Buddy, on Yelp, thanks to all your positive reviews!

He and his crew moved us out this past week and the experience, as far as moves go, was seamless. And I was plenty nervous - my sister in law moved cross country and her movers "lost" her car...plenty of friends have had horrible experiences. But they didn't use Truck Bud. (We did)

Chris checked in a day or two before to confirm that what we had would fit in the truck he was planning to bring. (It did)

He showed up on the day of the move on time, with truck & supplies, and with two competent helpers in his crew. The three of them had us out of our old apartment and into our new home in the time we had estimated - and with everything intact.

No scrapes on the wall, no broken furniture, no nothing.

The game of Tetris they played to fit everything snugly and securely into the back of the truck was a triumph - as has been mentioned again and again here, they are skilled and efficient in the ways of loading a truck.

We'd happily recommend them and use them again when/if we have to move (\*shudder\* at the thought) in a heartbeat.



## Nawsheen E.

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Washington, DC

2/10/2011

Five star for me - as good as it gets. They just moved me to a storage facility, and it was smooth, stress free with impeccable service and professionalism. They are reasonably priced. They did not work super fast - which I prefer - because they took good care of stuff, as if it was their own. If you want a couple of friendly guys, who are honest, hard working, and who you can trust with your private belongings, during a stressful time, GO FOR THEM. So worth it. Chris is super calm, professional and gets everything organised, the other 2 are super sweet, hardworking and they were making me laugh all the time while they were moving me. I moved from a 1-bedroom apartment - wrapping paintings, loading, driving to storage house, unloading took 3 hours and 25 minutes. A breeze



**Kim B.**

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Washington, DC

1/10/2010

AWESOME. This is by far the best moving experience I have ever had. And I've moved about 20 times, so trust me, I know what a bad experience looks like.

I had a very small amount of things to move into my new 1br, and didn't want to bother with the hassle of renting a truck to do it myself. Plus I wanted to pick up a new couch and loveseat at another location. Chris had a truck that day for another job so I helped pay to extend the rental.

Chris was extremely flexible with timing and the whole day went so, so smooth. Okay, it took longer than I thought, but only because I underestimated the amount of stuff I had. But Chris made everything so easy with his tricks of the trade and pleasant chit-chat, I didn't even notice the time.

Great guy, great move, I highly recommend it. And Chris is supporting his wife and new baby, so tip the man please :)



**Bettina S.**

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Washington, DC

Updated - 7/5/2010

When I wrote the review below I remembered that I never tied ends up with Chris about the issue, so emailed him at the same time. Chris got back to me in a couple of hours, and on the holiday to boot. As he commented here, Rich/Joe Canning is forever and ever out of his network.

I can't attest to Chris's actual moving services, and while I don't doubt they are stellar, I've amended my review to 4 stars and will surely add the 5th the next time I move-cos I'll definitely be calling Chris.



Dee B.



Bethesda, MD

11/10/2009

A meal is an hour or so, a way to gain nourishment and maybe spend some time with family or friends. Naturally, it is also something you do two or three times a day. So, a less than perfect meal will not ruin your week or month and will not cost you too much. A less than perfect move, however, could have greater repercussions. If there is one solid reason why I am grateful for Yelp, it is for leading me to high quality businesses such as My Truck Buddy.

For me, organizing, culling and packing were incredibly time consuming and pretty painful. Dealing with Chris and the actual move day were not at all painful - they were actually pleasant.

Chris is super friendly and concerned with getting the job done well and quickly. When they were a bit delayed due to traffic, Chris called me to let me know. They ended up being only 9 minutes late. He and Brett were very efficient, pleasant and even funny at times. The prices are very reasonable, and I really cannot say enough good things about this company.

If you are doing a 1 or 2 bedroom move, I highly recommend My Truck Buddy.



Jaclyn S.



Los Angeles, CA

7/25/2009

This may, indeed, be one of the most well deserved five star streaks on Yelp. When it comes to labor, you generally get what you pay for. You can forget about that maxim with my Truck Buddy where you'll be getting a lot more.

The Story:

Though my lease had a week left, my 'relocube' was half-packed and my building was making it clear

that the metal pod had over-extended its stay at Casa de Loading Dock and needed to be out by that evening. I was dead on my feet from days of packing and needed professional help pronto, within hours, and at a price point my deflated wallet could afford. Enter Chris and My Truck Buddy.

#### The Service:

I called Chris around 11am. He assured me he'd 'make it work'. Within a couple hours he'd arranged for himself and another guy to arrive at 7pm for just \$70 an hour. The men arrived - on time - and surveyed the situation. TONS of small boxes and oddly shaped items (an antique chair, Turkish lanterns, curtain rods) piled up in the hallway. And it ALL had to fit neatly into a 6 x 7 x 9 cube, as a 2nd cube would cost an extra thousand (that's right, baby - 10 Benjamins!). Oh and then there's my IKEA bed, whose frame mocked my pathetic efforts to disassemble it (yes, I now own my very own metric hex tool, thanks). Chris chose to regard this disaster as 'an exciting challenge.' That's not exactly what I was calling it...

Roughly 1.75 hours later.

Bed disassembled? Check. Only one 'Relocube' filled? Check. Space to spare? Check (I suspect Newtonian laws of physics were suspended to make this happen). All boxes neatly secured with rope and thoughtful packing for a 3000 mile bumpy ride? Check. Good humour and politeness the entire time? Check Check!

Total Cost: \$105.00 - the clock doesn't start the second they arrive but rather when they start lifting boxes.

Useful to know: The website has a very informative FAQ - check it out. <http://www.mytruckbudd...>

Oh and yes, they totally accept tips :).



Erika S.



Washington, DC

9/14/2009 1 photo

Thank you to Chris and Ben for my super-smooth move this weekend! I went to Chris' website and booked my moving date, and Chris confirmed via email. They were a little late on moving day, but on this I give a little leeway since it was 9/11 and the traffic was pretty horrendous.

They took apart and put together my bed, which is an infuriating piece of machinery (it lifts up on a hinge to allow for storage underneath). Chris put it back together even without instructions. He was visibly frustrated, but didn't complain.

If you have a larger move, he can rent a moving truck for a low fee - especially if someone else has booked something on the same day, the truck rental fee is split between the 2 jobs. My previous moves

had been outrageously expensive - over \$600 to move a studio apartment. Chris has a flat hourly rate - even with my infuriating bed, the 4-hour move cost under \$350. An amazing deal considering the amount of work they actually did. I'll definitely be using My Truck Bud again for my next move!



**K A.**

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Washington, DC

12/29/2009

Amazing service! This is really a 6+ star review.

I hired Chris and a buddy, plus had Chris pick up the Penske truck. This was the quickest move in my life (This is my 8th move in DC in just under 10 years), and the first one I hired out to professionals.

Chris has a method to the madness. After this move out - move in process, I have seen a few other movers and their trucks. Let me tell you, Chris uses his space wisely and actively thinks about where items should be placed in the truck to prevent damage, even if it's a crosstown move. I'm very impressed.

Nothing was damaged, lost or taken. I recommend this business highly.

PS -- As a busy professional that travels all the time for work, I was glad I could book everything online and communicate via email. Chris was quick getting back to all emails.



**Linda K.**

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Washington, DC

9/22/2010

All the reviews here were great! Thanks! I looked on here to find a good moving company for my most recent move, and these guys really came through. They were reasonably priced, showed up on time, and hustled throughout the whole move. The guys were super nice and polite, and very efficient. They were

careful with the large pieces too. No easy task when running up and down three flights of stairs of an old building... I also like how they acted like moving my stuff was easy for them, so I didn't feel badly watching them carry 2 or 3 giants boxes at a time ON THEIR BACK all morning. These guys were hard core. Would highly recommend them and would definitely use them again for my next move. Thank you!



Carley P.



Austin, TX

10/20/2009

I just used Truck Bud for my move last week, and I could really not have been happier. I am usually super stressed about moves, but this was so simple I almost can't believe it.

Chris brought one other guy with him, and they got our move done in about 2.5 hours. They were fast, efficient, and careful. He answered any questions I had and was really honest and up-front with us, which helped the move to go smoothly. And, on top of all this, the move was more affordable than any other services from which I had gotten quotes.

I would definitely use him again for my next move, and would recommend him to anyone looking for a



Paul R.



Fullerton, CA

6/18/2010

Although its taken me nearly 2 months to write this review, that's no reflection on how great Chris and Jimmy were, I've just been incredibly busy after moving across country to California. Anyway, these two were amazing. One, Chris was incredibly responsive to my wife's emails when we were trying to figure out who we, if anyone, would go with. Second, Chris was willing to fit us in to his schedule, even more amazing considering we were asking him to deliver our furniture from Capitol Hil, DC to Elkridge, MD (which is a bit further than he usually goes). And his est. was still cheaper than some of the others we considered.

The day of the move, Chris and Jimmy showed up exactly on time. Big plus! Then the speed at which they worked. I think they got our more than 40 boxes out of the house into the truck within an hour. They got us to Elkridge and got our stuff into the trailer we kept it in (ABF review coming soon!) by 11am.

Chris and Jimmy were very personable, funny guys, and they really felt like buddies during the 2 hrs. they were in our lives. We were able to chit-chat about sports, Cali. v DC, and some other stuff. They even gave me and my wife major props for our packing abilities and making their job one of the easiest moves they've had in a very long time. But like my wife said to them, they "probably say that to everyone."

Seriously, if you have a move and need to hire movers, these are the guys to go to.



T P.



Washington, DC

3/27/2010

Last fall, after initially loading two PODS-style storage units solo (okay, I enlisted the significant other to assist with the "furniture only" storage unit, but the rest was a bear), I was ready to hire the pros for the remainder of my overstuffed condo's contents. My decision was made about three days before I wanted to move my stuff, and, fortuitously, scheduling worked out perfectly with the Truck Bud gentlemen (Chris, who was booked solid, hooked me up with TJ).

These movers rocked and this glowing Yelp review is long overdue. Not only were they super-careful with my stuff--and it's not like I own several priceless works of art, but just the same--the guys exercised the patience of saints, operating with engineer-like precision, measuring doors/items/storage containers, and packing everything beautifully. Oh! My pull-out couch would NOT fit through my condo's front door and I couldn't recall how the initial delivery (six years ago) worked. The guys removed the door and did all kinds of finagling; still, the couch would not cooperate--but they were determined and, while apologizing for the process eating up so much time, they made it work (removing the couch's legs--who knew?). The Truck Bud guys operated like Zen masters; I dream of having an iota of their patience in my DAILY life, let alone while engaging in the time-honored relationship/friendship-wrecker act of moving! They were fast and precise, upbeat and polite (despite the freezing temps and blowing wind). Reasonably priced, too. Probably the best money I've spent in a ridiculously long time.....save the 75%-off Cole Haan sale that netted me a slew of shoes and belts (but that falls in the realm of "goods," not "services"). I have since recommended them to a handful of people; a few

weeks ago, they did a move for one of my dear friends and she was effusive with her praise. From now on, I will use Truck Bud for every local move and you should too!



Jan B.



Washington, DC

11/8/2009

Turns out Yelp came through for me again...I found My Truck Buddy randomly online and beyond being the best price ever, it was the smoothest move I've had. I've moved about a dozen times and this was easily the best.

The guys were even cool about taking the TV midway through so I could get my College Gameday fix. :)

Thanks again Chris...and to anyone looking for a mover...give Chris a call, you won't be dissapointed.



Tim P.



Arlington, VA

9/1/2010

My truck bud is a great option for moving. I've used them myself and referred several of my real estate clients who have had great experiences. The guys are great.



Adrienne O.



Houston, TX

3/21/2010

YESSSS I am so glad they had a spot open for our Sunday move. TJ and Jimmy moved all of our large, ridiculous furniture in just more than a hour. They were very careful with everything and didn't leave one mark. They are also big sports fans, and I had a great time chatting with them while we were going back and forth between floors. It was like having two of your guy friends help you out; so much less awkward than other moves I've had before. I also love that they didn't charge me for an entire second hour just because it went over the first. That is service -- seriously. Don't call the big guys for your move. You need Truck Bud!



Alicia S.



Washington, DC

4/27/2009

I just used Chris and My Truck Buddy this weekend and they were great and super cheap! You cant go wrong with \$60/hr for two movers! Seriously, if you are like me and just moving a miles away and only have a few apartment items this is the way to go. I would highly recommend them to anyone. They are super quick, cool and not doucheey. Best of luck to them, I will totally use them in the future.



sarah K.



Washington, DC

6/8/2009

These guys were AWESOME. Not only were they reasonably priced, they were fun to be around and helped made what could have been a very painful move almost enjoyable.



Janis R.



Arlington, VA

2/22/2010

Just moved this weekend- it was by far the easiest move ever!

We normally beg our friends to help us, but we thought it was time to grow up and get a mover! We moved from Arlington to the burbs.

Chris & 2 helpers were awesome. They quickly loaded the moving van, and unloaded in the rooms marked on the boxes. I saved my back and some sanity! I highly recommend them!!! The whole move took like 3 hours, and it was so affordable! And we don't owe our friends next time they move-- that's priceless.



Sarah H.



Fairfax, VA

12/17/2009

My queen-sized bed had overstayed its welcome in my friend's Leesburg basement, and my boyfriend's parents in Springfield graciously offered me a spot to keep it. Difficulty: I didn't know anyone with a truck, and was unwilling to rent and drive one myself. Enter Chris, who enthusiastically agreed to do the move for a small extra fee (to cover gas and tolls) despite the fact that it was out of his normal operating area.

The move went smoothly even though I was stuck at work and couldn't be there to see it done myself. Chris kept me informed when the job before mine took an unexpectedly long time (causing a small delay), and both my friend in Leesburg and my boyfriend proclaimed him friendly and professional. Now the bed is snuggled safely in its new home, I'm perfectly pleased with the service I received, and I'll definitely be using Truck Bud again when I move the rest of my stuff!



Mary B.



Washington, DC

10/15/2009

Thank you Yelp for helping me find this company! Chris and his assistant Brett were AMAZING! They were prompt, FAST and very professional. I've moved several times in DC and have hired a few different moving companies and My Truck Buddy goes above and beyond to make moving - a very stressful situation in and of itself - go smoothly and seem effortless! I highly, highly recommend Chris & his team, they're pleasant, funny, courteous and highly professional.



Stefanie C.



Arlington, VA

4/20/2010

If there were an infinite number of stars to give, I would give them to Truck Bud. TJ and Gary were fun, friendly and they moved my things into my new place quickly and efficiently. They also helped me get rid of some of the things that the old owners of my place left behind for me to deal with, which was particularly awesome of them. They communicated very well with me, answered all of my questions and made what would normally be a stressful day go by like it was no big deal. I've already recommended them to friends and know that if I ever need to move again (or have an Ikea item delivered-they do that too) I will immediately contact them. They ROCK.



L P.

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Washington, DC

1/8/2010

I used My Truck Buddy a few weeks ago for a move and they were awesome. They showed up on time, worked diligently, handled some unforeseen circumstances with aplomb. The service was just what I was looking for for my apartment move, and I expect to use them again should I need movers.



Karsten D.

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Washington, DC

9/26/2011

My Truck Buddy was fantastic, from the moment we contacted them during our search for movers. They have a great approach to estimating your move-time and cost and, as promised, they came in right inside their range. The moving team was professional, very considerate of our belongings and our move-out and move-in locations, and fun! Great Job MTB!!



Betsy S.

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Arlington, VA

9/26/2011

So so easy! I was moving from a 2 BR in Alexandria to a studio in Arlington, and only wanted professional movers for my giant Ikea bed and dresser. MTB disassembled my bed and moved the giant dresser, then put together the bed again, in about 1 hr and 15 minutes. It was easy, cost about \$110, and I would definitely use them again. Fun guys, too.



Lena F.



Fairfax, VA

9/28/2011

This company was great. I used them recently for my first move (ever) and while I may not have a lengthy experience with movers in general, I do know how to recognize good service. I found them to be very friendly and professional, and I was very impressed by the organization they used to load the truck and how careful they were with my belongings. I felt that they really knew what they were doing and they worked very quickly and efficiently so it didn't take nearly as long as I thought it would. I am very pleased with their service and will definitely be using them for my next move!



Jenny G.



Falls Church, VA

9/19/2011

One of my dear friends recently moved apartments and used these guys. He has such a good experience, when my boyfriend and I were looking to move into our first home we called them up.

I was over the top happy with these guys. We finally moved about a month ago and it was money well spent. They were punctual (actually 15 minutes early), super nice and personable, fast, clean and careful.

We have been living in our 1 bedroom + Den for 4 years and have accumulated enough stuff for a three bedroom. I shop, I have a lot of stuff, and my furniture has a tendency to multiply. So I was really worried about the cost and overall time the move would take. I gotta say, it was quick. They were super well prepared, which made everything go smoother. Not only did they bring the right size truck, but they had blankets and straps to keep everything safe. There was a bunch of stuff that couldn't fit into boxes that I had planned to take in my car...and they helped me pack that too! It was great.

When we got to the new house, My boyfriend and I literally sat in the carport (finally getting a

chance to eat breakfast), and just pointed to what room things needed to go to. It was so easy, I was beside myself.

While one guy was reassembling our furniture the other 2 helped unpack our cars and arrange the furniture. It was sure a relief to have it all go so well.

We had been quoted 3 men for 3-5 hours. And it took exactly 3 hours. And the cost was reasonable. We were so happy, we bought a round of doughnuts!

I highly recommend these guys. And even though I don't plan on ever moving again (yea right), I'd definitely use them if I was going to.



Andrew B.



Springfield, VA

9/18/2011

I pretty much expected this move to go smoothly after reading all the positive reviews on here. My Truck Buddy still managed to exceed my expectations.

I was moving from a studio apartment in Springfield to a studio in Pentagon City. The guys who handled the move were quick, friendly, and very competent. It was admittedly an easy-ish move (I think I did a good job packing, I don't have a ton of stuff, and both apartments were near the truck loading areas), but I didn't expect it to be such a pleasant experience.

All of my stuff arrived in one piece. The total came in well under the low end of the estimate. So awesome.

This was my first time hiring movers, and I never want to move by myself again. In the future, my first choice for movers will always be My Truck Buddy.



Jessica C.



Alexandria, VA

9/14/2011

I was helping my mom move this summer and it was one problem after another. One thing we were did not have to worry about was our movers! They were really understanding with us through all the hiccups on our end and made our move that much easier.

On the day of the move the guys showed up early (seems unheard of with other moving companies) and hit the ground running. The guys were super friendly and efficient. We really couldn't have done this move without them! Thanks Pete, Ara and Robert!!

It was through Yelp reviews that we picked them, so I hope this helps the next person pick MTB as well!



W A.

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Washington, DC

9/7/2011

I signed up for Yelp just to give MTB a review! Pick this company for your moving needs -- you will not be disappointed. I was moving out of my small studio, and needed to find a moving company with only two weeks notice. Most places I called were over-priced and inflexible. I only had a few boxes and a few pieces of furniture, and was not willing to pay a few hundred bucks. I was going to give up and hire a U-Haul, but thankfully I found MTB on Yelp. I heard back promptly from Chris. He offered me a very reasonable rate based on the small number of items I had. A few days later, I had to reschedule because my building messed my freight elevator reservation. Chris worked with me to reschedule my allotted time. On the day of the move, Joe and Eric came early and moved all of my items without a glitch, and within an hour! They were very professional and courteous -- an absolute pleasure to work them. I'll be sure to use MTI again for any future moves.



Chris A.

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Washington, DC

8/26/2011

The gentlemen who came from My Truck Buddy were fantastic! This is the first time I have used movers to move and I was very impressed. They were extremely efficient. I asked them to come a little earlier than they usually started and they were very accommodating! The guys that helped me were extremely friendly. To schedule my appointment I actually spoke to the owner, Chris, on the phone. It's amazing that you can call and on the same day they will get back to you! Customer service is extremely important to them.

I moved from a rowhouse to an apartment and they did it in under 3 hours. I was blown away. They will give you an estimate and say that usually they come in under it. Their price is right and they will get it done faster than you expect. I also did not have anything that was damaged in the move and didn't have any damage to my new or old place from the move. The guys are careful and they know what they are doing! When I move again, I will undoubtedly be using My Truck Buddy again.



M B.



Arlington, VA

8/15/2011

I have moved a lot, having spent time in the military, and so am quite familiar with how horrible it can be. My Truck Buddy did an exceptional job of helping me - every person on the crew was competent, conscientious, and courteous. They did a great job of protecting my stuff...not even my IKEA particle board furniture got beat up! They also were very flexible, showed up early at my late minute request, and worked very efficiently. I will use them again!



Amalia A.



8/15/2011

These guys are awesome. Really affordable, incredibly nice, and the fastest workers I've ever seen. Joe even showed up 10 minutes early and helped me take down my tv wall mount when I couldn't do it myself. My 1 bedroom apartment was moved in just 3 hours, and nothing was

damaged. I've already recommended them to everyone I know who's moving.

I've also used them before for Craigslist runs - Chris always manages to squeeze me into the schedule, even when it's last minute. They're really really easy to work with.



## **The Okay**

Hannah T.

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Arlington, VA

11/01/2011

They did a great job!! Came on time and move went very quickly. Very nice and easy to work with. Would definitely recommend!



Patrick o.

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Alexandria, VA

9/23/2011

I found them through Yelp. They were efficient, professional and it didn't cost me an arm and a leg. Will recommend them to anyone.



Janeen O.

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Fairfax, VA

4/13/2011

I am very happy that I used My Truck Bud for my first time hiring movers. I've heard horror stories about things getting broken, lost, and the movers playing around and wasting your time (and money) The team of guys were very friendly, very professional and very Quick! They even threw in a fourth guy so that really made things go fast.

I moved about 10 minutes away from my old place and the move took less than 3 hours. This included a 3rd floor walk-up in the new place.

They also took apart my bed and put it back together in addition to the dining room table. I also had a dresser that appeared to be falling apart and they were able to fix that (for the time being at least :)

While not the cheapest around, it was still affordable and I was happy when my total was less than I had planned!

The communication was great from the time I placed my reservation up to the day of my move. The guys were running behind and called me to let me know..I had no issue with that.

I recommend these guys! Job well done!

**[This was a great move and a great customer, but I feel compelled to note that “the cheapest around” aren’t actually, you know, legitimate moving companies. We may not be *the* cheapest among legitimate companies that actually pay insurance and taxes, but we’re in the top (or bottom?) 5 for sure. –CJ]**



Lara G.



Washington D.C., DC

11/6/2010

This was our third move using a proper moving company, and probably the 7th move where we hired someone to help. They were the best.

Our initial plan was to hire a truck and get friends to help, but our old apartment demanded that the move was done by a insured company and only between Monday to Friday. So after some research we went for what we thought would be the most economical option.

They answered our emails/calls. They arrived on time (they were late on the day but called in advance to warn us and then arrived when they said they would). They start working straight away, know what they are doing and do not waste time. They were careful with our stuff. The only thing was that our table got a scratch because they put the TV on it without putting a blanket or something in between. They told us about it straight away and fixed it with a colored pen and some wax.

We moved from/to a one bedroom apartment within DC, we got three people and a truck. It took us about 3.5 hours and we did not have a lot of stuff (according to what they said).

They had done another move in the morning, but they did not seem slow or tired. Everything fitted in the truck.

The new apartment had a very small lift and the large items had to be hauled up five flights of stairs, another company had turned us down because of that. They did not even complain.

We tipped them and we recommend them.



Scott R.



Arlington, Va

8/16/2010

These guys did an excellent job. I would use them again. Three guys plus a 16' truck for \$485 was great. I would have given five stars, but they were an hour late to my house on a Saturday morning (issue with prior move).



Sarah S.



Washington, DC

5/19/2010

Really more like 3.5, but I'll round up.

My boyfriend and I needed help moving a couch we found on craigslist that we needed to pick up ASAP. We live literally around the corner from where the couch was. I called Chris and we were able to work out something that day. He quoted me a very reasonable price. He doesn't get a perfect score because he showed up 50 minutes later than he said he would. But, I have

to give him kudos for carrying up the couch to our 4th floor apartment because it wouldn't fit in our elevator.

Bottom line is we have our couch in our apartment and we love it. We really just needed an extra hand and someone with a truck. Chris provided that. Moreover he is an incredibly nice guy with an awesome business idea, and he was cheaper than renting a pickup from Uhaul for an hour and paying a friend in beer and pizza. I would certainly encourage you to call him if you need a hand moving some stuff.

**[I'm not sure where that "3.5" comment came from because I actually reorganized my entire schedule to fit this one in. I had just picked up a high school friend from Washington State who was out visiting for a job interview. We intended to catch up (read: drink many long overdue beers), but I responded to Sarah's call immediately. It was raining, rush hour, and my buddy (my original buddy with a truck, actually), decided to pitch in for no more than a free beer. The location was not as advertised – the couch didn't actually fit in the elevator as she said it would – but we didn't complain. In other words, we took a last second job in the rain during rush hour and did a great job. So, again, not sure where 3.5 comes from... --CJ]**



Jackie P.



Washington, DC

3/19/2010

Chris and his team made our move quick and easy. You can book online, and Chris is very responsive to emails and calls.

Make sure to check out his website. He has great information that helped us plan for how many movers to request and ask for the Penske truck. You can also order boxes if you don't have access to any free ones.



Dera S.



Alexandria, VA

11/3/2010

We used Truck Buddy for a move last summer. They were very professional and nice. One slight negative was that they might need a bigger guy on the team - a big neighbor had to help them get our huge and awkward couch out because it needed to be lifted high and the guys couldn't do it. But they handled everything else well and only went over the estimate by a half hour (which I thought was good). Overall I was happy with the job.



## **The Bad**

Carla R.



Arlington, VA

5/26/2010

I debated a lot whether to post a review, because I knew my review would not be favorable, but after so many months after my move, it STILL upsets me, I should note it here.

First, Chris did not move us, one of his "associates" did. We paid extra for a truck, and to have an extra person carrying things. The associate brought his teenage son.

Our move was 2 miles down the road and consisted of the following items: couch, chair, dining set, coffee table, TV stand, 3 bookcases (1 large, 2 small), one side table, bed, queen mattress, box spring, dresser, chest, 2 nightstands.

That is it. All the other items we moved and packed ourselves, we just needed help with the furniture. THE MOVE TOOK 4 HOURS. 4 hours for a one bedroom apartment, furniture-only move!!! The only thing that needed to be taken apart was our bed (and I put it back together myself because it was already taking SO LONG). It came out to double our budget and our estimate.

Why did it take so long? Because they would pick up one bookcase, wait for the elevator, take the elevator down one floor, put it in the truck, come back up, take another piece of furniture, and do this over again.

I have moved DOZENS of times in my life, both with paid movers and doing the work myself, I never seen anyone so inefficient.

The way to properly move? You put as much as would fit in the elevator, take it down, unload all, come back up and repeat. You don't move one item at a time when the elevator is huge!

They did the same thing on the way to the other building. There was light flurries, which they told us was not a problem, and that's why we paid for the covered truck, but everything came into the new apartment wet.

When moving the bookcase, the kid would carry it in front of him, and you could hear the kicks "thump, thump, thump" down the hallway -- he would be KICKING the bookcase with each step. Needless to say, two of our bookcases had a big scratch, and so did quite a few items of furniture.

We paid for FOUR hours to move furniture from a one bedroom apartment into another! To end up with wet and scratched up furniture (most of our furniture was less than 6 months old!). There were no boxes or any other items than what I listed above. And it took them FOUR HOURS. As I said, we moved 2 miles down the same road -- it wasn't the drive from one place to the next that took long.

When my fiance complained to Chris, the owner, he said there was nothing he could do.

I will DEFINITELY never use this company again. When my fiance used it before, and Chris moved him, it was smooth. If you still want to go through with My Truck Buddy, make sure to have Chris doing your move, since it's his company and he has a vested interest on it. The other people he hires have a vested interest in taking as long as possible, since the price is per hour.

**[Key phrase here: "Chris did not move us." This move happened when we were trying a different business model. I was trying to organize area guys-with-trucks into a loosely affiliated network of small move movers. It didn't work for reasons outlined in the review. Quality control: non-existent. Accountability: non-existent. That's why we morphed into a more traditional moving company. – CJ]**



Shelita S.



9/14/2011

This review and the owner's response is long, so I'll spare you the details and put the relevant undisputed facts upfront: 1. There was a disagreement about the final bill. 2. The owner and I had a conversation during which he agreed to contact me about adjusting the bill. 3. He never contacted me and instead, he cashed my check anyway.

So, I posted this negative review. The owner posted a response to this review almost IMMEDIATELY after I posted it. Yet, he claims that he has been too "busy" to contact me about the situation. Nothing to get an owner to finally pay attention like a negative review! And, apparently he's not too busy to cash my check. What he really wants to say is: "I already have your money so I don't care that you're unhappy."

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I am having a horrible experience with this company. I scheduled a move for after labor day, not knowing at the time that we would get torrential downpours that week. When it became clear that the weather wasn't going to hold out, I called and emailed the movers in advance to ask what contingency plans were available for inclement weather. I was told that there was no plan and "we move in the rain all the time." I was not offered a date to reschedule.

Despite my reservations, they show up for the move. Halfway through it, it starts down-pouring to the point where it is impossible to move. Also, they did not come equip with the items necessary to do a move in the rain. They ended up making two trips for my items while we waited out the rain, and still charged me an additional fee for the second trip, even though it should have been one move.

I am also disappointed by the pace of my move. I'm reading other reviews where two bedrooms got moved in 2 1/2 hours. My move--1 bedroom, lightly furnished--started at 9:30 and didn't end until almost 3. I concede that there was a 20 minute "wait-time" that was not their fault, but still...9:30 to 3? 1

bedroom apartment? From U street NW to Mt.Vernon NW? You do the math.

I complained to the owner Chris and he agreed to discuss adjusting my final bill. Instead of calling me back to adjust the bill, he charged me the full cost without ever contacting me. Needless to say, I am quite pissed by this experience.

If the owner contacts me, stands by his word, and gives me some sort of partial refund, I will update this review. If not, just know this company does not take customer service seriously as it claims and is not as honest as these other glowing yelp reviews suggest.

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Yelp is a forum for consumers to comment about their experiences with companies, and I did so. I said that I would update this review if my bill was adjusted as we discussed. This guy is saying that is akin to bribery? Huh? Wouldn't you update a negative review if a manager tried to rectify a bad situation after the fact? I've never asked for free stuff in exchange for writing a good review - but if I do get compensated I think its only fair to update the review. Obviously, that wont be the case this time.

#### **[Comment from Chris J. of My Truck Buddy 9/15/2011]**

We know that most of our customers certainly empathize with the extreme challenges faced by a tiny company doing a huge volume of work with virtually no support staff. However, a small percentage, such as this customer, will use the fragile state of a start-up as leverage to get a better deal. For example, she "upgraded" another review after they gave her free stuff. She says she'll "update" this review if I give her even MORE money off. Take that as you will.

Shelita leaves several facts out of her account. Let me go over the most significant:

1. First, I'll start with where we potentially dropped the ball: we SHOULD have rescheduled, although two factors suggested that wasn't the best course of action. First, I assumed (I know what they say about "assuming") that she wouldn't have a week-long window to use to reschedule. It was slated to rain for about a week. Second, we move in the rain all the time--flawlessly. We moved six people during Hurricane Irene with no mishaps at all. That had no bearing on her agitation, apparently.
2. NOTHING was damaged. As far as I know, not a single drop of rain touched any of her items - in a deluge.
3. In her review, she completely ignores the fact that I've already discounted the hell out of her move.
  - a. During the time she insisted the guys wait out the rain, which was about 15 minutes, but for which we counted 30 minutes, I only charged what it would take to compensate the guys for their time. It was about half off. The company made nothing during that time.
  - b. That particular truck had run out of tape. They had to run and get a few rolls. 15 minutes - no charge.
  - c. When she decided to do Part II of the move that day instead of later, I dropped the rate to our unprofitable delivery rate which basically covers wages and gas.

4. She says we charged an "additional" fee. Charitably, I'll chalk that up to a miscommunication, but it comes very close to a lie. She wasn't charged extra - she was actually charged about \$30 LESS per hour than the usual rate.

5. She's upset about the overall time it took for this admittedly simple-seeming job, but she left out another fact - the loading area door at the destination was damaged and they had to wait for 30+ minutes for someone to come open it from the inside. That's one of those unavoidable "X Factors" that we strive to overcome on almost every job. We just can't anticipate things like that.

So, in total, we had about an hour-and-fifteen minutes of downtime, and more than half of that was directly the result of her decisions:

30 minutes waiting out the rain at her insistence (discounted)

15 minutes to get more tape we didn't really need (no charge)

30 minutes waiting for someone to fix a door (Had I not woken to this review this morning, I probably would have knocked something off for that "act of God.")

A typical one-bedroom apartment takes somewhere between 2-5 hours, depending on several factors. If the guys had been able to do the job unhindered, her job probably would have taken right around 4.25 - well within the standard range. But the above-noted factors, much of which she bears the responsibility for, pushed it to 5.25 hours.

Despite all these discounts, I was still OPEN to the further compensation because, despite what she says and how she characterizes our operation, I'd rather take a big hit and make someone happy than pinch every penny. I DID NOT guarantee an additional discount. Frankly, I've reached my absolute maximum level of patience with the small percentage of people trying to get 500 percent compensation for the extremely rare and minor mishaps that can occur in this profession. If there's ANY question of liability on our part, I give customers the benefit of the doubt.

I can assure any reader that we are working every single day to improve the accuracy of our estimates - even accounting for the X Factors. I have a project manager on it, a statistician, a political science major and myself all contributing to the "perfect system." All these guys volunteer their time to do so because they believe in the service and our mission. In other words, they care about our customers.

In that vein, I will concede that I should have gotten back to her faster to discuss the above points. In my defense, however, I do the work of several departments every day, beginning at 5:00 AM, and ending around 9:00 PM and often later. Every day.

I'm truly sorry things ended this way, but as a friend and mentor in the industry (for about 30 years) noted to me recently, "You can't please everybody." Fortunately for our sanity and emotional states, 99 percent of our customers are people we'd happily "move" heaven and earth for.

Chris Jolma  
Owner

**[I think my response speaks for itself, but this review was the impetus for this archive. I responded as fully as I could in 5,000 characters, and she edited her review twice afterward. We are unable to respond after our original response. She "massaged" her story to make it sound like I simply took her**

money and ran, which was hardly the case. There are many days – weeks, actually – when I can't get to the office because I'm out on jobs or buried under the paperwork this kind of business generates. Responding to Shelita was the first thing on my to-do list the day we received this review, but, alas, it was too late. We've since recommitted ourselves to responding to customer communications within hours if not sooner. It's expensive, but clearly necessary. – CJ]



Wendy J. .



Arlington, VA

5/27/2011

Contacted them on April 13 for a May 25 move and no one ever got back to me - except for the standard auto reply.

[Yup – totally dropped the ball on this one. –CJ]



Amy P.



Arlington, VA

9/26/10

Though I use Yelp often to pick out places to eat and things like that, I hadn't been motivated to sign up till now. I went with Truckbuddy because of all these glowing reviews, but my experience wasn't similar at all. My move was a while ago, but I've been resentful and wondering if I should post this and finally decided that I have to.

My movers were late, but they called, so no big. And they worked quickly and mostly were polite. The problem came when some items showed up damaged at my new apartment. I was told "that's not the sort of thing that is covered," and "Oh you have to talk to Chris about that" At this point the guy who seemed in charge started getting surly and cutting me off when I tried to tell him things.

No damage was really major and it's not like they were drunk or stole stuff, but my experience was so different from all the other ones I read, I thought I should share.

[This review was the first time I heard of any damages. I think I know who the customer is, and who her crew leader was, but unfortunately it was a he said/she said situation. The crew leader I suspected, who is no longer with us, said he didn't know anything about it.

Regardless, this happened in the time period when we were transitioning to a business model that kept me in the office (as opposed to being in the field doing moves). Things were just simply chaotic. Policies were haphazard, logistics were a mess, and tensions often ran high "behind the scenes." The bottom line, though, was that this could have been handled MUCH better. – CJ]

Lance R.



Washington, DC

3/23/10

After reading all the reviews on here I was pretty excited to contact this company. Unfortunately it took them 2 days to get back to me and then I asked them to contact me by phone and that was the last I heard from them. The 1 bedroom move was more than a month away so I'm not sure what the problem was. I quite disappointed but on the other hand glad I didn't schedule and then have this much problem with communication the day of the move.

note -100% sure I had the right company - I verified it was sent to email [chris@mytruckbud.com](mailto:chris@mytruckbud.com)

[His note at the end was a later addition to the review when I wrote to ask if it was actually us that he contacted. I had no record in my email system, customer database, etc. So, not sure what to make of it, but back then it was an uncomfortably common problem, so I have to assume we dropped the ball here, too. –CJ]



Katherine D.



Washington, DC

6/28/2011

I've heard and read great things about these guys, but after being told I had a time slot reserved, they disappeared on me. Multiple phone calls and emails went unreturned. They finally got back to me, only to cancel 24 hours before my move. They sound very overwhelmed..

[This was embarrassing. I'd just gotten back to town after attending a funeral out west. Since it was in the middle of summer, and the busiest week of the month, and I'd put an already overworked guy in charge of customer maintenance, the schedule had just fallen apart. Fortunately we were able to move all but Katherine that week. Technically, we didn't cancel – I told her the schedule was

extremely tight and we'd do the best we could – but she (wisely) found other help that could definitely help her.

It was, I believe, the only time we'd ever put a job on the calendar and weren't able to honor the commitment. A definite black mark on our record. At least she gave us TWO stars... -- CJ]



Hasina D.



Arlington, VA

6/25/2011

My Truck Buddy...Why you make love to me from behind? Well, I hired these guys for what turned out to be a very easy move a few months ago 5 stars on the move. Today I was supposed to have a crib assembled. We confirmed June 25th at 2PM on June 17th via email. This morning I got a call they were short staff would be late for our 10AM. I was expecting them at 2 so no biggie. Got a call at 2:08 they were running later than planned the last move had a surprise. They would go to their office and be right over. They arrive at 330.I offer the one guy H2O and he declines advising they stopped to grab something. I advise I have the changing table, crib, and bassinet that need assembly. Two guys show up and one breaks off 453 with other things to do but tells me the remaining guy will finish up. I ask if the remaining guy has a ride and he says - his buddy is picking him up to get to a soccer game. So I look up the DC United schedule an voila game is at 6. This will be knocked out in an hour or so. 10 mins later the other guy is down stairs all done. I get upstairs the crib is not assembled he tells me I have to reschedule. I AM 8 MOS pregnant. Just when would he like for me to reschedule? Then he tells me it will be \$90 dollars. Hmmm. Steamed from crib I look at the time and say this has been an hour and 1/2 not 2 hours. He apologizes and recalculates. Now I still need to find somebody else to put the kid's crib together after spending all day waiting around for them today. Very disappointed. FYI guys at least treat to dinner or offer KY.

**[I found out about this incident when I checked Yelp from Vancouver, WA. The incident was about two hours old, but this was her first attempt to fix the situation. Despite being out west for a family member's funeral, I got on the phone to get some guys back over there. The main offender – a new kid who definitely shouldn't have been left to do the job solo – said he'd return from his soccer game immediately. Hasina wouldn't have it, though. She wanted someone else. Unfortunately, no one else was available. I promised to assemble her crib as soon as I returned, but when I called to set it up, she'd changed her mind.**

**Hasina later upgraded the review to three-stars for some reason. We soon learned why – apparently she'd struck out with other movers, and decided to see if we'd come back. I declined, which resulted in the now permanent one-star review.**

**Still, it's one of the funnier openings to a review... -- CJ]**

