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Daniel Hooven,		
v.		Docket No.:
Miracle Movers of		C-2025-3056319
Pittsburgh LLC,		
Initial Call-In		
Telephonic Hearing		
-----		

Pages 1 - 50

Judge's Chambers  
 Piatt Place  
 301 5th Avenue  
 Suite 220  
 Pittsburgh, PA

October 22, 2025  
 Commencing at 10:08 a.m.

INDEX TO EXHIBITS

Docket No. C-2025-3056319

Hearing Date: October 22, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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PUC Complaint



# Miracle Movers Pittsburgh



Home Services Reviews **Photos** Updates About



**EXHIBIT**  
**1**

11:09

5G+ 64%

miraclemoversusa.com/servic

**MIRACLE MM MOVERS**  
*Your Property Is Our Priority*



## MOVING AND STORAGE SERVICES

Miracle Movers provides a safe and secure storage facility for those in need of temporary or permanent solutions.

Please Choose the Location Nearest You

Pittsburgh, PA

HEALING



Google Rating

4.8 ★★★★★

Based on 1015 reviews



THE GREEN CHAIR PROJECT

## #1 Storage Services In The Area

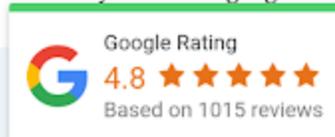
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Did you just do that dreaded “storage near me” search? Storage is an integral part of the moving process. It provides the added security of storing your belongings when you’re not moving or in between moves.

Miracle Movers provides a safe and secure storage facility for those in need of temporary or permanent solutions. We have the largest storage facility in the area, armed with the latest security features and state-of-the-art climate control systems to keep your belongings safe.

We offer competitive rates that can be tailored to your individual needs, with the option of short-term contracts or long-term leases.

We understand that when you’re storing items, it is essential that they are kept safe and secure – which is why our storage facility uses advanced security systems and surveillance technology. We also provide a 24/7 customer service line, so you can be sure that your belongings are in safe hands.





Miracle Movers Pittsburgh · Follow

September 28, 2023 · 🌐

Did you know that Miracle Movers, a locally owned and operated company, is not only dedicated to providing exceptional moving services but is also a family-owned business? This means that every aspect of our operations is infused with a personal touch and a commitment to excellence that only a family can provide. Our team of skilled professionals ensures that every move, whether residential or commercial, is executed smoothly and with utmost care. Moreover, being family owned means that we prioritize building long-term relationships with our customers, ensuring that each client receives personalized attention and a tailored moving experience. By choosing Miracle Movers, you are not only supporting a local business but also becoming a part of our extended family!! 🏡 🏠

Contact US TODAY!!!



[WWW.MIRACLEMOVERSUSA.COM](http://WWW.MIRACLEMOVERSUSA.COM)

## NO DAY LABOR GUARANTEE



**Our team is family,  
literally!**

**Our company has built  
our brand on reliable  
service and trust.**





Miracle Movers Pittsburgh · Follow

April 6, 2024 · 🌐



🔒🌟 Safeguard Your Belongings: Choose Climate-Controlled Storage with Miracle Movers! 🌟🔒

Wondering why climate-controlled storage is a game-changer for your valuables? 🤔 Let us shed some light on the benefits:

- 1 🌡️ **Temperature Stability:** Extreme temperatures can wreak havoc on sensitive items like wooden furniture, electronics, and artwork. Our climate-controlled storage maintains a consistent temperature year-round, protecting your belongings from fluctuations in heat and cold.
- 2 💧 **Humidity Control:** Excess humidity can lead to mold, mildew, and warping of your precious possessions. With our climate-controlled storage, we regulate humidity levels to keep your items dry and in pristine condition.
- 3 🛡️ **Enhanced Security:** Our state-of-the-art facilities offer advanced security measures to keep your belongings safe and sound. Rest easy knowing your items are protected against theft and unauthorized access.
- 4 📦 **Ideal for Fragile Items:** Delicate items such as antiques, musical instruments, and family heirlooms require extra care.
- 5 🧘 **Peace of Mind:** With Miracle Movers, you can have confidence that your items are in good hands.

Don't leave your valuables to chance. Choose climate-controlled storage with Miracle Movers for ultimate peace of mind and protection. Contact us today to learn more!

[WWW.MIRACLEMOVERSUSA.COM](http://WWW.MIRACLEMOVERSUSA.COM) 🌐 📞 🔒

-  
-  
-  
-

#MiracleMoversUSA #ClimateControlledStorage #Storage #RelocationExperts #LocalMovers  
#ProfessionalMovers ##ProtectYourBelongings 🏠🌟



Climate  
Controlled  
Storage



## Financial Request Summary

---

### Total Amount Requested

- \$27,657.70 plus applicable fees (attorney, court, etc.) and interest
  - Furniture and Floor Remediation/Displacement/Cleaning - \$9,970 (AM Mills)
  - Wall and Paint Repair - \$9,225 (Moreno Construction)
  - Reimbursements - \$4,674.72
  - Damaged/Lost Items - \$3,787.98

## Financial Request Breakdown

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### AM Mills – Furniture/Flooring Restoration and Remediation

- Furniture Repair - \$1,550
- Stair Tred Repair - \$3,020
- Flex and Top Floor Replacement - \$2,200
- Material Cost - \$2,000 (estimate, not reflected on estimate)
- Hotel - \$700 (estimated, 3 days we will be displaced due to sanding work)
- Cleaning - \$500 (estimated, post-construction cleaning for sanding work)

### Moreno Construction – Wall Repair and Paint

- Wall Damage Patch and Repair - \$1,800
- Painting - \$7,425

### Reimbursements – Receipts/invoices attached

- King Bed - \$3,178, arrived with multiple holes and water damage; unsanitary and unsafe. Replaced immediately due to urgent need for wife recovering from emergency surgery.
- Dry Cleaning – \$104, Four Season pillows showed up wet and damp, required dry cleaning for sanitation.
- Bed Bags - \$82.56, did not have originals on them upon arrival, Andrew stated he would reimburse me for new ones for storage of destroyed/damaged mattresses.
- Furniture Hardware - \$30.74, Andrew’s team simply said they lost the hardware for the master, queen and full bed frame. I had to purchase aftermarket parts from Home Depot and Lowe’s after Bennie and Andrew, told me their team “didn’t have time” to get them themselves.
- ZeroRez Cleaning - \$711.25, professional steam cleaning for 2-piece sofa, large sectional and seat cushions for sanitation and dirt removal from Miracle Movers. The technician stated the large sectional was beyond repair after trying the team clean twice due to the rips.
- Hotel - \$164.16, with no clean bedding/mattresses and my wife in surgery, I had to stay at a hotel room the day of closing. I sent Andrew this information, he never acknowledged.

EXHIBIT

2

- Zwilling Egg Poacher – \$177.50. Lost by Miracle Movers; replaced with identical set.
- Mikasa Dish Set – \$71.00. Lost by Miracle Movers; replaced with similar set (original discontinued).
- Pyrex Glass Mixing Bowl Set – \$38.49. Lost by Miracle Movers; replaced with comparable set.
- Ceramic Baking Dish – \$27.99. Lost by Miracle Movers; replaced with similar piece.
- Corningware Bakeware Set – \$89.03. Destroyed by Miracle Movers; replaced with comparable set. Receipt attached.

#### **Damaged/Destroyed/Lost Items**

- Queen Bed - \$1,800, arrived with holes and water damage; not sanitary or safe. Estimate based on comparable model from The Original Mattress Factory (Regency Sapphire Hybrid).
- Large Sectional - \$1,748, arrived with severe water and hardware damage. Attempted steam cleaning, but bed remains unsanitary and unsafe. Estimate based on identical model from Bob's Furniture.
- Le Creuset Cast Iron Pan – \$199.99. Destroyed by Miracle Movers; no longer available. Estimate based on comparable sets.
- Southpointe Bedding Set – \$39.99. Lost by Miracle Movers; was new and unused. Price based on comparable set.



## Moreno Construction & Design

3008 Greeneview Lane  
Seven Fields, PA 16046

☎ (412) 638-9455

✉ Daniel.r.hooven@outlook.com

ESTIMATE	#195
TOTAL	\$18,805.00

### CONTACT US

3447 Babcock Blvd, 2  
Pittsburgh, PA 15237

☎ (724) 799-6949

✉ jemoreno23@gmail.com

## ESTIMATE

Services	qty	unit price	amount
<b>Painting</b> Paint walls from the entryway by the front door coming up the steps, paint areas and corners on the first floor where furniture damaged the corners of the walls, paint areas going up to the second floor and third floor where furniture cause damage along with hand prints and scuffs are at. Entire wall will have to be painted to blend in properly. Have to fix all the risers on the steps where all the scuffs marks were from shoes are damage to painted areas. Will have to fix the front door we're furniture hit the edges caused paint to chip in damage the newly painted black door	1.0	\$7,425.00	\$7,425.00
<b>Patch damaged areas with drywall mud</b> Patch all areas on the corners of the top of the steps going up on the first floor along with the hallway damaged areas from the furniture when it was being moved in by the movers. Skim coat all the edges then sand prime so it can be ready for paint	1.0	\$1,800.00	\$1,800.00
<b>Flooring damaged with Gouges, scuffs, and Scratches</b> In the basement all of the flooring has scuffs and scratches throughout the entire floor that cannot be buffed out we will need to Sanded and refinished along with having it stained and sealed afterwards. Will need to set up dust collectors plastic things off prep the floors move furniture to contain a clean environment and dust control. Marks are On the steps first floor going up to the second floor and gouges all the way up on the third-floor that are going to need to also be filled want to send it to be able to blend in.	1.0	\$9,580.00	\$9,580.00
<b>Services subtotal:</b>			<b>\$18,805.00</b>

Subtotal	\$18,805.00
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Tax (PA 7%)	\$0.00
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<b>Total</b>	<b>\$18,805.00</b>
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## Estimate



EDIT

PREVIEW

HISTORY

**A. M. Mills Company LLC**

1405 Overdale drive

Homestead, PA. 15120

(412)720-9137

www.ammillscompanyupholstery.com

info@ammillscompanyupholstery.com

**ESTIMATE**

EST0033

**DATE**

11/20/2024

**TOTAL**

USD \$9,420.00

TO

**Miracle Movers PGH**

DESCRIPTION	RATE	QTY	AMOUNT
<b>Paint Labor Cost</b> This includes walls from entrance to the 4th floor stairwells, throughout each floor, front door touch ups, and kick plates from entrance to the 4th floor.	\$3.00	725	\$2,175.00
<b>Paint Cost</b> Wall color	\$125.00	1	\$125.00
<b>Paint cost</b> White kick plates	\$75.00	1	\$75.00
<b>Furniture repair cost</b> This includes dining table and all chairs, 2 China closets, two bathroom shelving units, living room chair frame touch ups, clover plant stand repair, bed frame(slats, headboard, footboards and hardware), two end tables in bedroom and dresser, and coffee table.	\$1,550.00	1	\$1,550.00
Stair Tread Refinish/Repair	\$755.00	4	\$3,020.00
<b>First Floor and 4th Floor Install/Repair</b> Not including flooring materials	\$2,200.00	1	\$2,200.00
<b>Steam Cleaning</b> Full mattress and two chair cushions.	\$275.00	1	\$275.00
<b>TOTAL</b>			<b>USD \$9,420.00</b>

Estimate valid for 30 days upon receipt

Template



I JUST LOVE SAVING MONEY! DON'T YOU?

# BOB'S DISCOUNT FURNITURE

7377 MCKNIGHT ROAD  
 PITTSBURGH  
 (412)330-1906  
[www.mybobs.com](http://www.mybobs.com)

PA 15237

**STANDARD ORDER: 15087243**

**Customer #: 9382871**

**Sold To :** DANIEL HOOVEN  
 1415 TOWNE PLACE DRIVE  
 ALLISON PARK PA 15101  
 CELL PHONE: (412)638-9455  
 ALTERNATE PHONE: (412)638-9455

**Sales Associate(s):** MASON G.

**Ship To:** DANIEL HOOVEN  
 1415 TOWNE PLACE DRIVE  
 ALLISON PARK PA 15101  
 CELL PHONE: (412)638-9455  
 ALTERNATE PHONE: ( ) -

Article	Description	Goof Proof	Purchase Date	Quantity	Unit Price	Ext. Price	Delivery	Delivery Date
20059088	COTTAGE CHIC-LAF LOVSEAT/C/RAF LOVESEAT		01/08/2021	1	1,298.00	1,298.00		
20054967002	COTTAGE CHIC BEIGE CORNER	Declined	01/08/2021	1	200.00		BOBtastic Whiteglove	02/24/2021
20054967003	COTTAGE CHIC BEIGE LAF LOVESEAT	Declined	01/08/2021	1	549.00		BOBtastic Whiteglove	03/03/2021
20054967009	COTTAGE CHIC BEIGE RAF LOVESEAT	Declined	01/08/2021	1	549.00		BOBtastic Whiteglove	02/24/2021

\*\*\*\*\*SPECIAL INSTRUCTIONS\*\*\*\*\*

Please select a day for delivery where your personal schedule is flexible. Once scheduled, any changes to your order must be made at least 3 days prior to your scheduled delivery date.

Track your delivery online. Go to [www.mybobs.com/deliverytracker](http://www.mybobs.com/deliverytracker)

Thank you, MASON

<b>Sub-Total</b>	<b>1,298.00</b>
<b>Tax</b>	<b>90.86</b>
<b>Total</b>	<b>1,388.86</b>
<b>Wells Fargo 12Mo Def</b>	<b>2,276.98</b>
<b>ZCR #63806952</b>	<b>250.00</b>
<b>Balance</b>	<b>-638.12</b>

Now retails for \$1,748.00 - [https://www.mybobs.com/furniture/living-room/sectionals/p/20059088?region\\_id=301032101&gad\\_source=1&gclid=CjwKCAjwzMi\\_BhACEiwAX4YZUN6SPjw5NXY\\_e\\_Tibw-7CK5-KoHl2C6ZZIXb4wywbzVkkothsrV7AxcC8lgQAvD\\_BwE&gclid=aw.ds](https://www.mybobs.com/furniture/living-room/sectionals/p/20059088?region_id=301032101&gad_source=1&gclid=CjwKCAjwzMi_BhACEiwAX4YZUN6SPjw5NXY_e_Tibw-7CK5-KoHl2C6ZZIXb4wywbzVkkothsrV7AxcC8lgQAvD_BwE&gclid=aw.ds)

For service after delivery please call Bob's Customer Care line at (860)474-1000  
 The information contained on the subsequent pages of this document is an integral part of the agreement between the buyer and the seller.



---

**Thank you for your pickup order!**

---

**From** The Home Depot <HomeDepot@order.homedepot.com>

**Date** Fri 11/15/2024 3:15 PM

**To** daniel.r.hooven@outlook.com <daniel.r.hooven@outlook.com>



**How does  
get more done.**

**Order #:** [WJ69573523](#)

Order Date: Nov 15, 2024

**Hi, Dan!**

Thanks for picking up your order at your local Cranberry Township store today.

We'd love to hear how your pickup experience went! By taking this quick survey you'll help us understand what we're doing well and how we can improve. This survey will close after 7 days.

[Take a survey](#)

## Order Details

Dan Hooven

Order Number: [WJ69573523](#)

Order Date: November 15, 2024

## All items

1 item



**100 in. x 78 in. x 14 in. Queen and King Mattress Bag**

Store SKU #523573

Internet #202897318

6 x \$12.98

**\$77.88**

**Your total**

Subtotal	\$77.88
Delivery	FREE
Sales Tax	\$4.67
<b>Total</b>	<b>\$82.55</b>

[Check order status](#)

**Let us know if you need help.**

Text 'Support' to 38698

Call [800-430-3376](tel:800-430-3376)



**SAVE \$5 ON \$50  
WITH SIGN UP**  
Open Your Inbox for Savings

[Sign Up Today](#)

**YOU MIGHT ALSO LIKE**

---



**How doers  
get more done.™**

25 DUTILH ROAD CRANBERRY, PA 16066  
MANAGER BRIAN MCLAUGHLIN 724-779-5180

4135 00018 63554 11/15/24 03:13 PM  
SALE CASHIER PATRICIA

887480265316 WOOD SCREW <A>	
WOOD SCRW ZINC PHL FLT #14 X 1	
2@1.38	2.76
887480274813 SHT MET SCRW <A>	
SMS ZINC PHL FLT 1/4 X 1	
3@1.38	4.14

SUBTOTAL	6.90
SALES TAX	0.40
TOTAL	\$7.30

XXXXXXXXXXXX6178 MASTERCARD USD\$ 7.30  
 AUTH CODE 03211Z/7183237 TA  
 Chip Read  
 AID A0000000041010 CAPITAL ONE

4135 11/15/24 03:13 PM



4135 18 63554 11/15/2024 8282

RETURN POLICY DEFINITIONS

POLICY ID	DAYS	POLICY EXPIRES ON
A 1	90	02/13/2025



**Fw: Your order has shipped, #4520942074**

**From** Sarah Uranowski <sarah\_nowski@yahoo.com>  
**Date** Sun 11/17/2024 3:42 PM  
**To** daniel.r.hooven@outlook.com <daniel.r.hooven@outlook.com>

[Yahoo Mail: Search, Organize, Conquer](#)

----- Forwarded Message -----

**From:** "Macy's" <CustomerService@oes.macys.com>  
**To:** "sarah\_nowski@yahoo.com" <sarah\_nowski@yahoo.com>  
**Sent:** Sun, Nov 17, 2024 at 3:28 PM  
**Subject:** Your order has shipped, #4520942074

Something great is on the way. [Track Package](#)



[Women](#) [Men](#) [Home](#) [Handbags](#) [Shoes](#) [Beauty](#) [Brands](#)

# Your order is on the way!

Good news, your order has shipped. It can take 24-48 hours to start tracking your package.

**Order #:** 4520942074  
**Order date:** 11/16/2024  
**Payment method:** VISA \*\*\*\*\*1664



# Shipping Now





**Corningware**

® French White 1.5-Qt. Round Casserole with Glass Lid

**\$29.99** ~~\$43.00~~

★★★★☆ (34)



**Corningware**

10-Pc. French Navy Bakeware Set

**\$69.99** ~~\$100.00~~

★★★★☆ (49)



**Corningware**

® French White 10 Piece Bakeware Set, Exclusively at Macy's

**\$69.99** ~~\$100.00~~

★★★★☆ (1371)

**Never miss an order**

Enable push alerts for real-time updates on your order.

[Download Our App](#)

9:41 📶 🔋

← Order Details

---

**Shipment**

Out for delivery

UPS #1Z1234567890  
New York NY

---

**Items**

Kiehl's Since 1851  
Midnight Recovery  
Concentrate Moisturizing  
Face Oil, 0.5oz.

# Frequently Asked Questions

- [Can I cancel my order?](#)
- [What is the shipping policy?](#)
- [Where is my order?](#)
- [How do I complete a free return?](#)

**Need help?**  
Visit our [Help Center](#).



Your Lowe's Purchase Receipt

From Lowe's Home Improvement <do-not-reply@receipt.lowes.com>  
Date Fri 11/15/2024 1:47 PM  
To DANIEL.R.HOOVEN@OUTLOOK.COM <DANIEL.R.HOOVEN@OUTLOOK.COM>



Your Lowe's Receipt

Thanks for shopping at Lowe's. Use this just like you would a paper receipt for proof of purchase, record keeping, returns and more.

LOWE'S HOME CENTERS, LLC  
1717 Route 228  
Cranberry Township , PA 16066  
(724) 778-3232

Transaction # : 963929253  
Order # : 202411150653963929253  
Order Date : 11/15/24 13:46:52



Item	Price
HM 1CT 1/4 IN-20X1-1/2IN	\$ 4.85
Item #: 396452	
5 @ 0.97	
HM 1-CT 1/4-IN SS FLAT WA	\$ 1.70
Item #: 311726	
5 @ 0.34	

1/4-IN SS HEX NUT

\$ 1.60

Item #: 317641

5 @ 0.32

BH FH PHIL WS 12X1 50CT

\$ 6.98

Item #: 52457

1 @ 6.98

BH FH PHIL WS 14X1 1/2 35

\$ 6.98

Item #: 7359

1 @ 6.98

**Invoice 95007 Subtotal**

\$ 22.11

**Invoice 95007 Subtotal**

\$ 22.11

**Subtotal**

\$ 22.11

**PA - STATE TAX**

\$ 1.33

**Total Tax**

\$ 1.33

**Total**

\$ 23.44

**Total # of items purchased: 17**

Excludes fees, services and special order items

**Payment: MC ending in 6178**

\$ 23.44

**AuthTime**

11/15/24 13:46:32

**AuthCD**

09266Z

**REFID**

065302007429

**AID**

A0000000041010

**TVR**

0000008001

**Order Date**

11/15/24 13:46:52

**Store #**

0653

**Terminal #**

2

Tell us how we did! Enter for a chance to win!

START SURVEY



**Cranberry #077011**

20120 Route 19Ste 105-108  
Cranberry Township PA 16066

Phone : 724-779-3737

**Dan Hooven**

3008 Greeneview Ln  
Mars, PA 16046USA  
Primary Phone No: 412-638-9455  
E-mail: daniel.r.hooven@outlook.com



Scan QR code to visit our website for policies and tracking information

**DATE:** 11/15/2024  
**SALES ORDER NUMBER:** D07701124320162443  
**CUSTOMER NUMBER:** CS086486234  
**STATUS:** Sale  
**SLEEP EXPERT:** Marianne

Qty	Item	Brand	Product Name	Original Price	Item Sales Price	SubTotal	Method of Delivery	Delivery Address
1.0	142432P	Sealy	Posturepedic® Plus Hybrid High Point 14" Firm Mattress King Prime  Black Friday Sale Event 111524	\$2,899.00	\$2,699.00	\$2,699.00	Delivery 11/16/2024 08:00 am - 08:00 pm 077000	3008 Greeneview Ln Mars, PA 16046USA
1.0	136906	Mattress Firm	Mattress Setup & Haul Away  Advertised Special	\$99.99	\$0.00	\$0.00	Delivery 11/16/2024 08:00 am - 08:00 pm 077000	3008 Greeneview Ln Mars, PA 16046USA
2.0	134073P	Tempur-Pedic	Charcoal Box Spring Foundation Regular Twin XL Prime  Manager Approval Savings	\$255.00	\$150.00	\$300.00	Delivery 11/16/2024 08:00 am - 08:00 pm 077000	3008 Greeneview Ln Mars, PA 16046USA
1.0	103401	Mattress Firm	Delivery	\$0.00	\$0.00	\$0.00	Delivery 11/16/2024 08:00 am - 08:00 pm 077000	3008 Greeneview Ln Mars, PA 16046USA

Comments:

SUBTOTAL: \$2,999.00

SALES TAX: \$179.94

RECYCLING AND STATE FEES: \$0.00

TOTAL SALE:

PAYMENTS: \$0.00

BALANCE DUE:

Payment Receipt

12/02/2024 8:06am  
Ref: 9828710309027877  
dan hooven



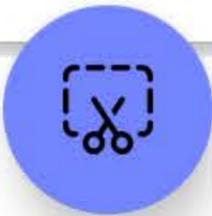
3008 GREENEVIEW LN  
MARS, PA 16046-3017

Order	Type	Description	Count	Subtotal
24321-793 (12/11, 5pm)			4	
	Miscellaneous	Four Seasons	1.00 pcs	52.00
	Miscellaneous	Four Seasons	1.00 pcs	0.00
	Miscellaneous	Four Seasons	1.00 pcs	52.00
	Miscellaneous	Four Seasons	1.00 pcs	0.00

**Subtotal:** 104.00  
**Payment:** 104.00  
**Tendered:** 104.00  
**Amount Due:** 0.00

**Payment Method:** Mastercard \*6178 AUTH 0jY5qTqX

All amounts in United States Dollars (USD)



Edit



Print



Upload to Cloud



Share



More

# Service Summary & Invoice

Zerorez - Pittsburgh  
2260 Big Sewickley Creek Road  
Sewickley, PA 15143-8621  
412-701-1188



**Service Date & Time:**

Dec 5, 2024 1:00 PM

Invoice #: 117088

Technician: Anthony D

## Daniel Hooven

Phone Mobile: (412) 638-9455

Email: daniel.r.hooven@outlook.com

**Billing Address:** 3008 Greeneview Lane  
Seven Fields PA 16046

**Service Address:** 3008 Greeneview Lane  
Seven Fields PA 16046

Service/Product Description	Price	Qty	Total
Mattress Full	\$100.00	1	\$100.00
Upholstery Cleaning - sectional - Priced per seat	\$50.00	5	\$250.00
Upholstery Cleaning - sofa - Priced per seat	\$50.00	3	\$150.00
Upholstery Cleaning - chair - Priced per seat	\$50.00	2	\$100.00
Service Fee - Residential - Residential Service Fee	\$25.00	1	\$25.00
Upholstery Ottoman	\$40.00	1	\$40.00
		Subtotal	\$665.00
		Tax	\$46.55
		<b>Total</b>	<b>\$711.55</b>

**Paid \$711.55 by Visa**

Daniel hooven Card Ending: 7539

Customer Signature

I agree to pay the above total amount and services were received as described, in good condition and are satisfactory according to card issuer agreement.

It was our privilege and pleasure serving you today! Please call us immediately if for any reason we failed to meet your expectations. Payment is expected at time of service. If no payment is received within 30 days of your service, your account may be sent to collections. We look forward to the opportunity to serve you again! -The Zerorez Team

### Final Details for Order #113-6609359-4589829

Print this page for your records.

**Order Placed:** December 9, 2024  
**Amazon.com order number:** 113-6609359-4589829  
**Order Total:** \$177.50

---

### Shipped on December 11, 2024

#### Items Ordered

1 of: *ZWILLING Spirit Ceramic Nonstick Egg Poacher Set, 6-pc, Stainless Steel*

Sold by: Amazon.com Services, Inc

Supplied by: Other

Condition: New

**Price**  
\$167.45

#### Shipping Address:

Daniel Hooven  
3008 GREENEVIEW LN  
MARS, PA 16046-3017  
United States

#### Shipping Speed:

FREE Prime Delivery

---

### Payment information

#### Payment Method:

Mastercard ending in 6178

#### Billing address

Daniel Hooven  
3008 GREENEVIEW LN  
MARS, PA 16046-3017  
United States

#### Credit Card transactions

MasterCard ending in 6178: December 11, 2024: \$177.50

Item(s) Subtotal:	\$167.45
Shipping & Handling:	\$0.00
	-----
Total before tax:	\$167.45
Estimated tax to be collected:	\$10.05
	-----
<b>Grand Total:</b>	<b>\$177.50</b>

To view the status of your order, return to [Order Summary](#).

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[Back to top](#)

English

United States

Help

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## View order details

Order date Nov 16, 2024  
Order # 112-1810915-0928237  
Order total \$70.47 (2 items)

Cancel items



### Arriving tomorrow by 10 PM



**ONEMORE Ceramic Baking Dish, 9x13 Baking Pan Casserole Dish Large Rectangular Baking Dishes for Oven Deep Dish Lasagna Pan for F...**

Sold by: [Weisen international limited](#)

\$27.99

Track package



Ask Product Question



Write a product review



Buy it again



### Arriving November 23 - November 27



**pyrex 100+ Years Glass Mixing Bowls 8-Piece Improved (Limited Edition) - Assorted Colors Lid**

Sold by: [SwiftCreek](#)

\$38.49

Track package



Ask Product Question



Write a product review



Buy it again



## Payment information

### Payment method

Visa ending in 1664

Change Payment Method



## Shipping address

Sarah Uranowski  
3008 GREENEVIEW LN  
SEVEN FIELDS, PA 16046-3017  
United States

## Order Summary

Items:	\$66.48
Shipping & Handling:	\$0.00
Total Before Tax:	\$66.48
Estimated Tax Collected:	\$3.99
<b>Order Total</b>	<b>\$70.47</b>



**Fairfield by Marriott® McCandless Crossing**

901 Providence Boulevard, Pittsburgh, PA 15237 P 412.227.9600

**Fairfield.Marriott.com**

D. Hooven		Room: 413		
		Room Type: QNQN		
		Number of Guests: 1		
		Rate: \$144.00	Clerk:	
Arrive: 14Nov24	Time: 02:44AM	Depart: 15Nov24	Time: 12:00PM	Folio Number: 34924

DATE	DESCRIPTION	CHARGES	CREDITS
14Nov24	Room Charge	144.00	
14Nov24	State Sales Tax	10.08	
14Nov24	Occupancy Tax	10.08	
15Nov24	Master Card		164.16
<i>Card #: MCXXXXXXXXXXXX6178/XXXXX            Amount: 164.16 Auth: 03642Z            This card was electronically swiped on 15Nov24</i>			

<b>BALANCE:</b>	<b>0.00</b>
-----------------	-------------

**Marriott Bonvoy Account # XXXXX5818.** Your Marriott Bonvoy points/miles earned on your eligible earnings will be credited to your account. Check your Marriott Bonvoy account statement or your online statement for updated activity.

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**VANLINER**  
I N S U R A N C E  
Member of Great American Insurance Group

July 22, 2025

DAN HOOVEN  
3008 GREENEVIEW LN  
MARS, PA 16046

RE: Our Insured: MIRACLE MOVERS INC.  
Claim: 220092  
Date of Loss: 11/14/2024  
Policy Number: CGV706600002 / MRV 706600001

Dear Mr. HOOVEN:

We have completed our investigation for the above captioned loss. We found that there is no coverage for the insured under their cargo or auto policy for this matter.

We must therefore respectfully deny any and all claims from this loss. Please understand that our obligation is not to pay all claims associated with our insured, but only those claims which trigger coverage under their policies.

The statute of limitation for property damage claims is two (2) years from the date of loss, two (2) years for bodily injury claims, and two (2) years for wrongful death claims. If you have not settled your claim or properly filed a lawsuit by the above mentioned dates you may be barred from recovery.

If there is additional information, which you feel may alter our position, please forward it to my attention for consideration. Do not hesitate to contact me if you have any questions or concerns.

Sincerely,

Stacy Joffe  
Claims Attorney  
Phone: 800-325-3619 x2029414  
Fax: 800-858-5190  
E-mail: Stacy.Joffe@vanliner.com  
Company Adjuster

**Estimate for Moving Services**

Date: 11/5/2024      Type: Hourly      Number: 10172

**Shipper**  
\*\*\*\*\*Daniel Hooven  
(412) 638-9455

**Origin**  
1415 Towne Square Drive  
Allison Park, Pennsylvania 15101

**Stops**  
None planned

**Destination**  
3008 Greeneview Lane  
Mars, Pennsylvania 16046

<b>Start Time</b> 12p - 2p	<b>Estimated Job Time</b> 7h 45m	<b>Estimated Travel Time</b> 24m	<b>Estimated Quote</b> \$4,417.30
<b>Crew</b> 3 mover(s), 1 truck(s)	<b>Rate</b> \$204.00	<b>Move Size</b> 3 Bedroom House	<b>Volume/Weight</b> 1103.50 cuft / 7,724.50 lbs

**Notes**  
PACKING ON THE 13TH  
MOVE IS ON THE 14TH

**Materials**

Description	Materials		Packing		Unpacking		Total
	Qty	Rate	Qty	Rate	Qty	Rate	
Book Box: 1.0 Cuft	3	\$5.25	3	\$10.95	0	\$0.00	\$48.60
Small Box: 1.5 Cuft	2	\$5.25	2	\$10.95	0	\$0.00	\$32.40
Large Box: 4.5 Cuft	10	\$8.50	10	\$16.45	0	\$0.00	\$249.50
Dish Pack: 18" x 18" x 28"	5	\$24.95	5	\$60.95	0	\$0.00	\$429.50
Mattress Box King / Queen: Up to 80" x 11" x 79"		\$41.95		\$0.00		\$0.00	
Medium Box: 3.0 Cuft	10	\$7.90	10	\$14.25	0	\$0.00	\$221.50
Wardrobe Box: 20" x 20" x 34"	7	\$12.95	7	\$27.45	0	\$0.00	\$282.80
Furniture Pad: 68" x 85"		\$7.95		\$0.00		\$0.00	
Packing Paper: 100 Sheets		\$5.95		\$0.00		\$0.00	
Mirror Pack		\$34.95		\$34.95		\$0.00	
Packing Paper: 200 Sheets		\$9.95		\$0.00		\$0.00	
TV Box		\$75.00		\$75.00		\$0.00	
Mattress Bags		\$14.95		\$14.95		\$0.00	
Brown Paper Roll		\$7.00		\$7.00		\$0.00	
White Paper		\$34.95		\$34.95		\$0.00	
Tape		\$4.00		\$4.00		\$0.00	

**Basic Value Protection**

I release this shipment to a value of 60 cents per pound per article, at no cost to me. This means I will be paid 60 cents per pound for the net weight of the lost or damaged item, regardless of the actual value of the item.

Declared value: N/A      Total Valuation Charges: \$0.00

**Additional Services**

Name	Rate	Subtotal
Warehouse Handling	1 @ \$1,400.00	\$1,400.00
Storage	1 @ \$325.00	\$325.00

**Estimated Charges**

Item	Rate	Cost
<b>Job 10172-1 - Moving</b>		
Moving Labor	5h 45m @ \$204.00/hr (1 truck, 3 crew)	\$1,173.00
Travel Time		\$102.00
Supply Fee	1 @ \$98.00	\$98.00
Local fuel surcharge	1 Truck x 1 @ \$55.00	\$55.00
Packing by Container		\$858.65
Materials		\$405.65
Warehouse Handling	1 @ \$1,400.00	\$1,400.00
Storage	1 @ \$325.00	\$325.00
<b>Subtotal</b>		<b>\$4,417.30</b>

**Estimated Storage Charges**

Item	Rate	Cost
Recurring Storage		
Oversized Items		
Warehouse Handling		
Storage Valuation		
Storage Discounts		

I hereby authorize the indicated services to be performed and agree to the estimated charges. I understand that the above is an estimate only, and that final amount may be different.



Shipper Signature

11/04/2024 3:31 PM



**BILLED TO:**  
\*\*\*\*\*Daniel Hooven

**INVOICE DATE:** 11/14/2024

**INVOICE AMOUNT:** \$5,397.46

Name	Rate	Subtotal	Discount	Total Cost
<b>Job 10172-1 - Moving 11/14/2024</b>				
Moving Labor	5h @ \$257.00/hr (1 truck, 6 crew)	\$1,285.00	--	\$1,285.00
Travel Time		\$128.50	--	\$128.50
Supply Fee	1 @ \$98.00	\$98.00	--	\$98.00
Local fuel surcharge	1 Truck x 1 @ \$55.00	\$55.00	--	\$55.00
Packing by Container		\$1,722.15	(\$430.54)	\$1,291.61
Warehouse Handling	1 @ \$1,400.00	\$1,400.00	--	\$1,400.00
Storage	1 @ \$325.00	\$325.00	--	\$325.00
LABOR Tue 11/6	4 @ \$257.00	\$1,028.00	--	\$1,028.00
			<b>Subtotal</b>	<b>\$5,611.11</b>
			Fall Savings	(\$213.65)
			<b>Grand Total</b>	<b>\$5,397.46</b>
			Payments	--
			<b>Balance Due</b>	<b>\$5,397.46</b>

Payment methods accepted: Cash, Debit, Credit, Check.

**Payments**  
No payments yet.

Note: This was sent as "final contract" via email

# Property Condition Inventory - Moving & Storage



\*Revised 7/2/19

Customer Name: \*\*\*\*\*Daniel Hooven

Date: 11/14/2024

Bill of Lading No: 10172

Address: 1415 Towne Square Drive

City: Allison Park

State: Pennsylvania

Zip: 15101

Phone: (412) 638-9455

ORIGIN:

DESTINATION:

(Check whichever is applicable)

Driver / Carrier Rep	Customer / Customer Rep
-------------------------	----------------------------

Initial here to indicate there were no damages noted after loading

Carrier Initials*	Shipper Initials*
-------------------	-------------------

Initial here to indicate no items are being left behind in the residence

Carrier Initials*	Shipper Initials*
-------------------	-------------------

Exception Symbols			Location Symbols			
BR Broken	H Hole	SC Scratched	1. Bottom	4. Corner	7. Outside	10. Door
CH Chipped	M Marred	SO Soiled	2. Center	5. Edge	8. Right	11. Shelf
G Gouged	R Rubbed	Z Cracked	3. Top	6. Inside	9. Left	12. Other
Location	Exceptions Noted <b>PRIOR</b> to Loading	Exceptions Noted <b>AFTER</b> Loading				
Walls	_____	_____				
Floors	_____	_____				
Windows	_____	_____				
Doors / Frames	_____	_____				
Ceiling & Fixtures	_____	_____				
Hallways	_____	_____				
Stairways / Railings	_____	_____				
Driveway	_____	_____				
Landscaping & Outside Areas	_____	_____				
Customer/Customer Rep Signature			Customer/Customer Rep Signature			
Shipper*			Shipper*			
Driver/Carrier Rep Signature			Driver/Carrier Rep Signature			
Carrier*			Carrier*			

# Property Condition Inventory - Moving & Storage



\*Revised 7/2/19

Customer Name: \*\*\*\*\*Daniel Hooven

Date: 11/14/2024

Bill of Lading No: 10172

Address: 1415 Towne Square Drive

City: Allison Park

State: Pennsylvania

Zip: 15101

Phone: (412) 638-9455

ORIGIN:

DESTINATION:

(Check whichever is applicable)

Driver / Carrier Rep	Customer / Customer Rep
-------------------------	----------------------------

Initial here to indicate there were no damages noted after loading

Carrier Initials*	Shipper Initials*
-------------------	-------------------

Initial here to indicate no items are being left behind in the residence

Carrier Initials*	Shipper Initials*
-------------------	-------------------

Exception Symbols			Location Symbols			
BR Broken	H Hole	SC Scratched	1. Bottom	4. Corner	7. Outside	10. Door
CH Chipped	M Marred	SO Soiled	2. Center	5. Edge	8. Right	11. Shelf
G Gouged	R Rubbed	Z Cracked	3. Top	6. Inside	9. Left	12. Other
Location	Exceptions Noted <b>PRIOR</b> to Loading	Exceptions Noted <b>AFTER</b> Loading				
Walls	_____	_____				
Floors	_____	_____				
Windows	_____	_____				
Doors / Frames	_____	_____				
Ceiling & Fixtures	_____	_____				
Hallways	_____	_____				
Stairways / Railings	_____	_____				
Driveway	_____	_____				
Landscaping & Outside Areas	_____	_____				
Customer/Customer Rep Signature			Customer/Customer Rep Signature			
Shipper*			Shipper*			
Driver/Carrier Rep Signature			Driver/Carrier Rep Signature			
Carrier*			Carrier*			

# Household Goods Proposal / Contract for Moving Services

Date: 11/14/2024      Type: Hourly      Number: 10172

**Shipper**  
\*\*\*\*\*Daniel Hooven  
(412) 638-9455

**Origin**  
1415 Towne Square Drive  
Allison Park, Pennsylvania 15101

**Stops**  
None planned

**Destination**  
3008 Greeneview Lane  
Mars, Pennsylvania 16046

**Your Rights and Responsibilities**

Shipper acknowledges receipt of "Your Rights and Responsibilities" flyer and acknowledges having received a copy of this contract.

**Form of Payment**

Transportation charges are due prior to unloading at the final destination. Payment methods accepted: Cash, Debit, Credit, Check.  
THIS IS THE MAXIMUM AMOUNT THE SHIPPER COULD BE REQUIRED TO PAY FOR THE LISTED SERVICES. --

**Hourly Rate**

**HOURLY RATE (DETERMINED BY ACTUAL NUMBER OF HOURS REQUIRED TO COMPLETE MOVE)** The number of actual hours worked will be determined by Carrier's/Mover's watch or time piece. Please note that if Carrier is unable to fit all of Shipper's household goods in the Moving truck, additional time will be required for additional trips. I agree to accept this proposal with an hourly rate quote and do not require the estimated number of hours to complete this proposal. I further understand that there is a 2 - hour minimum.

**Shipper Authorization (Must Sign Before Loading)**

Shipper hereby authorizes the moving services listed below and accepts the terms and conditions of this contract and any addendum(s).

Shipper

Carrier

Description	Materials		Packing		Unpacking		Total
	Qty	Rate	Qty	Rate	Qty	Rate	
Book Box: 1.0 Cuft	0	\$5.25	13	\$10.95	0	\$0.00	\$142.35
Small Box: 1.5 Cuft		\$5.25		\$10.95		\$0.00	
Large Box: 4.5 Cuft	0	\$8.50	17	\$16.45	0	\$0.00	\$279.65
Dish Pack: 18" x 18" x 28"	0	\$24.95	11	\$60.95	0	\$0.00	\$670.45
Mattress Box King / Queen: Up to 80" x 11" x 79"		\$41.95		\$0.00		\$0.00	
Medium Box: 3.0 Cuft	0	\$7.90	23	\$14.25	0	\$0.00	\$327.75
Wardrobe Box: 20" x 20" x 34"	0	\$12.95	11	\$27.45	0	\$0.00	\$301.95
Furniture Pad: 68" x 85"		\$7.95		\$0.00		\$0.00	
Packing Paper: 100 Sheets		\$5.95		\$0.00		\$0.00	
Mirror Pack		\$34.95		\$34.95		\$0.00	
Packing Paper: 200 Sheets		\$9.95		\$0.00		\$0.00	
TV Box		\$75.00		\$75.00		\$0.00	
Mattress Bags		\$14.95		\$14.95		\$0.00	
Brown Paper Roll		\$7.00		\$7.00		\$0.00	
White Paper		\$34.95		\$34.95		\$0.00	
Tape		\$4.00		\$4.00		\$0.00	

**Valuations**      **Volume**      **Weight**  
Customer must choose an option      1103.50      7,724.50

**Basic Value Protection**

I release this shipment to a value of 60 cents per pound per article, at no cost to me. This means I will be paid 60 cents per pound for the net weight of the lost or damaged item, regardless of the actual value of the item.

**Replacement Cost Coverage with \$250 Deductible**

I release this shipment to a value of 60 cents per pound per article, at no cost to me. This means I will be paid 60 cents per pound for the net weight of the lost or damaged item, regardless of the actual value of the item.

**Replacement Cost Coverage with No Deductible**

I release this shipment to a value of 60 cents per pound per article, at no cost to me. This means I will be paid 60 cents per pound for the net weight of the lost or damaged item, regardless of the actual value of the item.

I declare a total value of N/A

Total Valuation Charges: \$0.00

Job Details			
Start time	End time	Travel	Deductions
		0h	
Crew	Truck(s)	Rate	Billed Time
6	1	\$257.00	5h

Additional Services		
Name	Rate	Subtotal
Warehouse Handling	1 @ \$1,400.00	\$1,400.00
Storage	1 @ \$325.00	\$325.00
LABOR Tue 11/6	4 @ \$257.00	\$1,028.00

Charges		
Item	Rate	Cost
<b>Job 10172-1 - Moving</b>		
Moving Labor	5h @ \$257.00/hr (1 truck, 6 crew)	\$1,285.00
Travel Time		\$128.50
Supply Fee	1 @ \$98.00	\$98.00
Local fuel surcharge	1 Truck x 1 @ \$55.00	\$55.00
Packing by Container		\$1,291.61
Warehouse Handling	1 @ \$1,400.00	\$1,400.00
Storage	1 @ \$325.00	\$325.00
LABOR Tue 11/6	4 @ \$257.00	\$1,028.00
<b>Subtotal</b>		<b>\$5,611.11</b>
Fall Savings		(\$213.65)
<b>Grand Total</b>		<b>\$5,397.46</b>
Payments		--
<b>Balance Due</b>		<b>\$5,397.46</b>

**Pre-authorization and Acceptance of Delivery**

Shipper will not be present at the destination location to receive and hereby preauthorize and accept the delivery of shipment. Shipper understands that he/she/it must be available via email or by fax to obtain any required initials or Signatures on Moving Contract the day of delivery. Shipper understands that a copy of the moving contract will be left for Shipper at the destination location.

**Shipper Accepts Delivery of Shipment**

Shipper hereby accepts delivery of shipment.

Shipper signature

Carrier signature

Shipper signature

Carrier signature

## Declared Inventory

<b>Room Name</b> <b>Kitchen</b>	<b>Total Going</b> <b>0</b>				<b>Total Volume</b> <b>0.00 cuft</b>				<b>Total Weight</b> <b>0.00 lbs</b>	
------------------------------------	--------------------------------	--	--	--	---	--	--	--	--	--

Item Description	Going	Not Going	Vol	Wt	Item Description	Going	Not Going	Vol	Wt
------------------	-------	-----------	-----	----	------------------	-------	-----------	-----	----

<b>Room Name</b> <b>Living Room</b>	<b>Total Going</b> <b>19</b>				<b>Total Volume</b> <b>316.00 cuft</b>				<b>Total Weight</b> <b>2212.00 lbs</b>	
--	---------------------------------	--	--	--	---	--	--	--	---	--

Item Description	Going	Not Going	Vol	Wt	Item Description	Going	Not Going	Vol	Wt
Sofa (3 Seater)	1	--	60.00	420.00	Display Case	1	--	19.00	133.00
Nightstand	1	--	13.00	91.00	Arm Chair	2	--	24.00	168.00
Bakers Rack	2	--	80.00	560.00	Ottoman (approx 18" x 18" x 18")	2	--	10.00	70.00
Sofa (4 Seater Sectional)	1	--	80.00	560.00	Medium Box (CP) (3.0 Cuft)	4	--	12.00	84.00
Wardrobe Box (CP) (20" x 20" x 34")	1	--	--	--	Large Box (CP) (4.5 Cuft)	4	--	18.00	126.00

<b>Room Name</b> <b>Bedroom</b>	<b>Total Going</b> <b>54</b>				<b>Total Volume</b> <b>573.00 cuft</b>				<b>Total Weight</b> <b>4011.00 lbs</b>	
------------------------------------	---------------------------------	--	--	--	---	--	--	--	---	--

Item Description	Going	Not Going	Vol	Wt	Item Description	Going	Not Going	Vol	Wt
Large Box (CP) (4.5 Cuft)	5	--	22.50	157.50	Wardrobe Box (CP) (20" x 20" x 34")	6	--	--	--
Small Box (CP) (1.5 Cuft)	5	--	7.50	52.50	Book Box (CP) (1.0 Cuft)	5	--	--	--
Mattress & Box Spring (Queen)	1	--	60.00	420.00	Mattress & Box Spring (Full)	1	--	50.00	350.00
End Table (approx 3' x 2')	1	--	10.00	70.00	Recliner Chair	1	--	25.00	175.00
Nightstand	3	--	39.00	273.00	Plastic Bin (approx 2' x 2' x 2')	7	--	56.00	392.00
Desk (approx 4' x 2.5')	1	--	15.00	105.00	Office Chair	1	--	15.00	105.00
Dresser (approx 2' x 4')	2	--	40.00	280.00	Headboard	3	--	24.00	168.00
Dresser (approx 5' x 5')	2	--	90.00	630.00	Mattress & Box Spring (King)	1	--	70.00	490.00
Mirror (approx 4' x 8')	1	--	10.00	70.00	Footboard	3	--	24.00	168.00
Medium Box (CP) (3.0 Cuft)	5	--	15.00	105.00					

<b>Room Name</b> <b>Dining Room</b>	<b>Total Going</b> <b>26</b>				<b>Total Volume</b> <b>214.50 cuft</b>				<b>Total Weight</b> <b>1501.50 lbs</b>	
--	---------------------------------	--	--	--	---	--	--	--	---	--

Item Description	Going	Not Going	Vol	Wt	Item Description	Going	Not Going	Vol	Wt
China Cabinet (approx 3' x 7' tall)	1	--	30.00	210.00	Outdoor Chair	2	--	20.00	140.00
Outdoor End Table (Large)	1	--	10.00	70.00	Grill (approx 5' long)	1	--	15.00	105.00
Dining Table (Seats 6)	1	--	40.00	280.00	Coffee Table (5' x 3' or larger)	1	--	15.00	105.00
Nightstand	2	--	26.00	182.00	Dining Chair	6	--	36.00	252.00
Dish Pack (CP) (18" x 18" x 28")	5	--	--	--	Medium Box (CP) (3.0 Cuft)	3	--	9.00	63.00
Large Box (CP) (4.5 Cuft)	3	--	13.50	94.50					

## Terms and Conditions

(1) Section 1 of contract terms and conditions.

(A) The household goods carrier or party in possession of any of the property herein described shall be liable at common law for any loss thereof or damage thereto, except as hereinafter provided.

(B) No household goods carrier or party in possession of all or any of the property herein described shall be liable for any loss thereof or damage thereto or delay caused by an act of God, the public enemy, the authority of law, or an act or default of the shipper or owner. The household goods carrier's liability shall be that of warehouseman only, for loss, damage, or delay caused by fire occurring after the expiration of the free time (if any) allowed by tariffs lawfully on file after notice of the arrival of the property at destination has been duly sent or given, and after placement of the property for delivery at destination, or tender of delivery of the property to the party entitled to receive it, has been made. Except in case of negligence of the household goods carrier or party in possession (and the burden to prove freedom from such negligence shall be on the household goods carrier or party in possession), the household goods carrier or party in possession shall not be liable for loss, damage, or delay occurring while the property is stopped and held in transit upon the request of the shipper, owner, or party entitled to make such request, or resulting from a defect or inherent vice of the article, including susceptibility to damage because of atmospheric conditions such as temperature and humidity or changes therein, or from riots or strikes. Except in the case of household goods carrier's negligence, no household goods carrier, or party in possession of all or any of the property herein described, shall be liable for delay caused by highway obstruction, faulty or impassable highway, or lack of capacity of any highway, bridge, or ferry, and the burden to prove freedom from such negligence shall be on the household goods carrier or party in possession.

(C) In case of quarantine the property may be discharged at the risk and expense of the owner into quarantine depot or elsewhere, as required by quarantine regulations or authorities, or for the household goods carrier's dispatch at the nearest available point in the household goods carrier's judgment, and in any such case the household goods carrier's responsibility shall cease when property is so discharged, or property may be returned by the household goods carrier at the owner's expense to the shipping point, earning freight both ways. Quarantine expenses of whatever nature or kind upon or in respect to property shall be borne by the owner of the property or the household goods carrier may file a lien. The household goods carrier shall not be liable for loss or damage occasioned by fumigation or disinfection or other acts required or done by quarantine regulations or authorities even though the same may have been done by the household goods carrier's officers, local agents, or employees, nor for detention, loss, or damage of any kind occasioned by the quarantine or its enforcement. A household goods carrier shall not be liable, except in the case of negligence, for any mistake or inaccuracy in any information furnished by the household goods carrier, its local agents, or officers, as to quarantine laws or regulations. The shipper shall hold the household goods carrier harmless from any expense it may incur, or damages it may be required to pay, by reason of the introduction of the property covered by this contract into any place against the quarantine laws or regulations in effect at such place.

(2) Section 2 of contract terms and conditions.

(A) A household goods carrier is not bound to transport property by any particular scheduled vehicle or in time for any particular market other than with reasonable dispatch. A household goods carrier shall have the right, in case of physical necessity, to forward the property by any household goods carrier or route between the point of shipment and the point of destination. In all cases not prohibited by law, where a lower value than actual value has been represented in writing by the shipper or has been agreed upon in writing as the released value of the property as determined by the classification or tariffs upon which the rate is based, such lower value plus freight charges, if paid, shall be the maximum amount recovered, whether or not such loss or damage occurs from negligence.

(B) As a condition precedent to recovery, a claim must be filed in writing with the receiving or delivering household goods carrier, or the household goods carrier issuing the bill of lading or receipt, or the household goods carrier on whose line the loss, damage, injury, or delay occurred, or the household goods carrier in possession of the property when the loss, damage, injury, or delay occurred, within 90 days after delivery of the property or, in case of failure to make delivery, then within 90 days after a reasonable time for delivery has elapsed; and suits shall be instituted against any household goods carrier only within two years and one day from the day when notice in writing is given by the household goods carrier to the claimant that the household goods carrier has disallowed the claim or any of its part or parts specified in the notice. Where a claim is not filed or a suit is not instituted in accordance with the foregoing provisions, a household goods carrier hereunder shall not be held liable, and the claim will not be paid.

(C) Any household goods carrier or party liable on account of loss of or damage to any of the property shall have the full benefit of any insurance that may have been effected, upon, or on account of, said property, so far as this shall not avoid the policies or contracts of insurance; provided, that the household goods carrier reimburses the claimant for the premium paid.

(3) Section 3 of contract terms and conditions.

Except where such service is required as the result of household goods carrier's negligence, all property shall be subject to necessary coeprage and baling at the owner's cost.

(4) Section 4 of contract terms and conditions.

(A) Property not removed by the party entitled to receive it within the free time (if any) allowed by tariff lawfully on file (such free time to be computed as therein provided), after notice of the arrival of the property at destination has been duly sent or given, and after tender of the property for delivery at destination has been made, or property not received, at time tender of delivery of the property to the party entitled to receive it has been made, may be kept in vehicle, warehouse, or place of business of the household goods carrier, subject to the tariff charge for storage and to household goods carrier's responsibility as warehouseman, only, or at the option of the household goods carrier, may be removed to and stored in a public or licensed warehouse at the point of delivery or other available point, or if no such warehouse is available at point of delivery or at other available storage facility, at the cost of the owner and there held without liability on the part of the household goods carrier, and subject to a lien for all freight and other lawful charges, including a reasonable charge for storage. In the event consignee cannot be found at address given for delivery, notice of the placing of such goods in warehouse shall be mailed to the address given for delivery and mailed to any other address given on the bill of lading or receipt for notification, showing the warehouse in which the property has been placed.

(B) If nonperishable property which has been transported to destination hereunder is refused by consignee or the party entitled to receive it upon tender of delivery, or said consignee or party entitled to receive it fails to receive or claim it within 15 days after notice of arrival shall have been duly sent or given, the household goods carrier may sell the same at public auction to the highest bidder, at such place as may be designated by the household goods carrier; provided, that the household goods carrier shall have first mailed, sent, or given to the consignor notice that the property has been refused or remains unclaimed, as the case may be, and that it will be subject to sale under the terms of the bill of lading or receipt if disposition be not arranged for, and shall have published notice containing a description of the property, the name of the party to whom consigned, or, if shipped order notify, the name of party to be notified, and the time and place of sale, once a week for two successive weeks, in a newspaper of general circulation at the place of sale or nearest place where such newspaper is published. Thirty days must elapse after notice that the property was refused or remains unclaimed was mailed, sent, or given before notice of sale may be published.

(C) If perishable property which has been transported is refused by the consignee or party entitled to receive it, or the consignee or party entitled to receive it shall fail to receive it promptly, the household goods carrier may, in its discretion, to prevent deterioration or further deteriorations, sell the same to the best advantage at private or public sale; provided, that if time serves for notification to the consignor or owner of the refusal of the property or the failure to receive it and request for disposition of the property, notification shall be given, in such manner as the exercise of due diligence requires before the property is sold.

(D) If the procedure provided for in this section is not possible, it is agreed that nothing contained in the section shall be construed to abridge the right of the household goods carrier at its option to sell the property under such circumstances and in such manner as may be authorized by law.

(E) The proceeds of the sale shall be applied by the household goods carrier to the payment of freight, demurrage, storage, and any other lawful charges and the expense of notice, advertisement, sale, and other necessary expense and of caring for and maintaining the property, if proper care requires special expense. If there is a balance it shall be paid to the owner of the property.

(F) If the household goods carrier is directed by the consignor or its agent to load property from (or render any services at) a place or places at which the consignor or its agent is not present, the property shall be at the risk of the owner before loading.

(G) If the household goods carrier is directed by the consignee or its agent to unload or deliver property (or render any services) at the place or places at which the consignee or its agent is not present, the property shall be at the risk of the owner after unloading or delivery.

(5) Section 5 of contract terms and conditions.

A household goods carrier shall not carry or be liable in any way for documents, specie, or for articles of extraordinary value not specifically rated in the published classification or tariffs unless a special agreement to do so and a stipulated value of the articles are endorsed.

(6) Section 6 of contract terms and conditions.

Every party, whether the principal or local agent, shipping explosives or dangerous goods, without previous full written disclosure to the household goods carrier of their nature, shall be liable for and indemnify the household goods carrier against all loss or damage caused by the goods, and the goods may be warehoused at the owner's risk and expense or destroyed without compensation.

(7) Section 7 of contract terms and conditions.

(A) The owner or consignee shall pay the freight and all other lawful charges accruing on said property; but, except in those instances where it may lawfully be authorized to do so, no household goods carrier shall deliver or relinquish possession at destination of the property covered by this bill of lading or receipt until all rates and charges have been paid. The consignor shall be liable for the freight and all other lawful charges, except that if the consignor stipulates, by signature, in the space provided for that purpose on the face of this bill of lading or receipt that the household goods carrier shall not make delivery without requiring payment of the charges and the household goods carrier, contrary to such stipulation shall make delivery without requiring such payment, the consignor (except as hereinafter provided) shall not be liable for the charges. Where the household goods carrier has been instructed by the shipper or consignor to deliver the property to a consignee other than the shipper or consignor, the consignee shall not be legally liable for transportation charges in respect of the transportation of the property (beyond those billed against him at the time of delivery for which he is otherwise liable) which may be found to be due after the property has been delivered to him, if the consignee is an agent only and has no beneficial title in said property, and prior to delivery of said property has notified the delivering household goods carrier in writing of the fact of such agency and absence of beneficial title, and, in the case of a shipment reconsigned or diverted to a point other than that specified in the original bill of lading or receipt, has also notified the delivering household goods carrier in writing of the name and address of the beneficial owner of said property; and, in such cases the shipper or consignor, or, in the case of a shipment so reconsigned or diverted, the beneficial owner shall be liable for such additional charges.

(B) If the consignee has given to the household goods carrier erroneous information as to whom the beneficial owner is, such consignee shall be liable for the additional charges. Nothing herein shall limit the right of the household goods carrier to require at time of shipment the payment or guarantee of the charges. If upon inspection it is ascertained that the articles shipped are not those described in this bill of lading or receipt, the freight charges must be paid on the articles actually shipped.

(8) Section 8 of contract terms and conditions.

If this bill of lading or receipt is issued on the order of the shipper or his agent, in exchange or in substitution for another bill of lading or receipt, the shipper's signature to the prior bill of lading or receipt as to the statement of value or otherwise, or election of common law or bill of lading or receipt, in or in connection with such prior bill of lading or receipt, shall be considered a part of this bill of lading or receipt as fully as if the same were written or made in or in connection with this bill of lading or receipt.

(9) Section 9 of contract terms and conditions.

Any alteration, addition, or erasure in this bill of lading or receipt which shall be made without the special notation herein of the agent of the household goods carrier issuing this bill of lading or receipt, shall be without effect, and this bill of lading or receipt shall be enforceable according to its original tenor.

# Pre-Trip Fleet Vehicle Inspection Form

DRIVER MUST INSPECT THE ASSIGNED VEHICLE BEFORE THE VEHICLE IS MOVED.

DRIVER: USE THIS CHECK LIST AS A GUIDE FOR INSPECTING THE VEHICLE.

CHECK "OK" IF ITEM FUNCTIONS PROPERLY AND "REPAIR" IF REPAIR IS NEEDED.

Vehicle Receiving Inspection: \_\_\_\_\_ License No. \_\_\_\_\_

Odometer Number: \_\_\_\_\_ Driver Name: \_\_\_\_\_

**OK**

**REPAIR**

## ENGINE OFF CRITERIA

ENGINE OIL WITHIN ACCEPTABLE LIMITS

FAN BELTS TIGHT AND SHOW NO OBVIOUS DAMAGE

COOLANT LEVEL ACCEPTABLE

TIRE TREAD AND SIDEWALLS SHOW NO DAMAGE

TIRE INFLATION

WINDOWS CLEAN INSIDE AND OUT

WINDSHIELD WIPERS CLEAN AND NOT STUCK TO WINDSHIELD

SEAT BELT FUNCTIONS CORRECTLY

EMERGENCY / INCIDENT REPORTING KITS AVAILABLE

FIRE EXTINGUISHER AVAILABLE

## ENGINE ON CRITERIA

HEADLIGHTS FUNCTION ON BOTH HI AND LO BEAM

TURN SIGNALS FUNCTION

BRAKE LIGHTS FUNCTION INCLUDING THIRD BRAKE LIGHT

REVERSE LIGHTS / BACK UP ALARM FUNCTIONS

FLUID LEAKS DISCOVERED

MIRRORS FUNCTION AND ARE CLEAN

BRAKES FUNCTION CORRECTLY

NOTES:

I have personally inspected the vehicle above and have found it to be in the condition listed above.

DRIVER'S SIGNATURE:



DATE: \_\_\_\_\_

11/14/2024 5:33 PM

April 18, 2025

Miracle Movers of Pittsburgh, LLC  
ATTN:

**Andrew Zeffiro, Managing Partner** sent via e-mail: [pittsburghmiraclemovers@gmail.com](mailto:pittsburghmiraclemovers@gmail.com)<sup>1</sup>  
**Matt Miller, HR/Admin/Operations** sent via e-mail: [matt@miraclemoversusa.com](mailto:matt@miraclemoversusa.com)  
**Jason Jordan, Managing Partner** sent via e-mail: [jason@miraclemoversusa.com](mailto:jason@miraclemoversusa.com)  
2626 Strathmore Lane sent via e-mail: [pittsburgh@miraclemoversusa.com](mailto:pittsburgh@miraclemoversusa.com)  
Bethel Park, 15102

Re: Daniel Hooven – Moving Damages and Property Damages Claim  
DOI: November 14/15, 2024  
Allegheny County Civil Docket No: AR – 25 - 600  
**Notice of Default Judgment**

Dear Miracle Movers of Pittsburgh, LLC:

Please be advised that you failed to appear for arbitration in the above-captioned matter on April 16, 2025 in Allegheny County. Following a hearing before Judge McGinley, a default judgment was entered against you for the amount of **\$27,657.70**. The Order on the judgment is included with this correspondence.

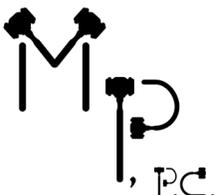
Please accept this correspondence of Notice of Judgment. Contact me upon receipt so we may discuss satisfaction of this judgment. If I do not hear from you within thirty days (30), I will file a Motion to Enforce Judgment and request additional costs, penalties, and interest.

Thank you for your time and attention to this matter. I look forward to hearing from you in the very near future.

Sincerely,

  
MAX PETRUNYA

<sup>1</sup> Please be advised that a hard copy of this letter will NOT be sent unless specifically requested



5 Bayard Rd.  
Unit 917  
Pittsburgh, PA 15213

E-mail: [maxpetru](mailto:maxpetru)  
Phone: (412) 720-  
[www.maxpetrunya.com](http://www.maxpetrunya.com)

EXHIBIT

5

IN THE COURT OF COMMON PLEAS OF THE COUNTY OF ALLEGHENY,  
PENNSYLVANIA

CIVIL DIVISION

Daniel Hoover  
Plaintiff

NO. AR-25-600

v.

ISSUE NO. \_\_\_\_\_

Miracle Movers  
of Pittsburgh, LLC  
Defendant

JUDGE McGinley

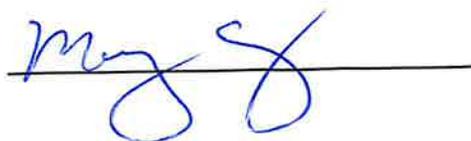
COURT REPORTER \_\_\_\_\_

Diana Inguar-tano

NON-JURY VERDICT

AND NOW, to-wit, this 16th day of April,  
2025, a verdict is entered in favor of plaintiff(s) and against defendant(s)  
in the amount of \$ 27,657.70 plus costs. Defendant(s)  
not appearing. \_\_\_\_\_

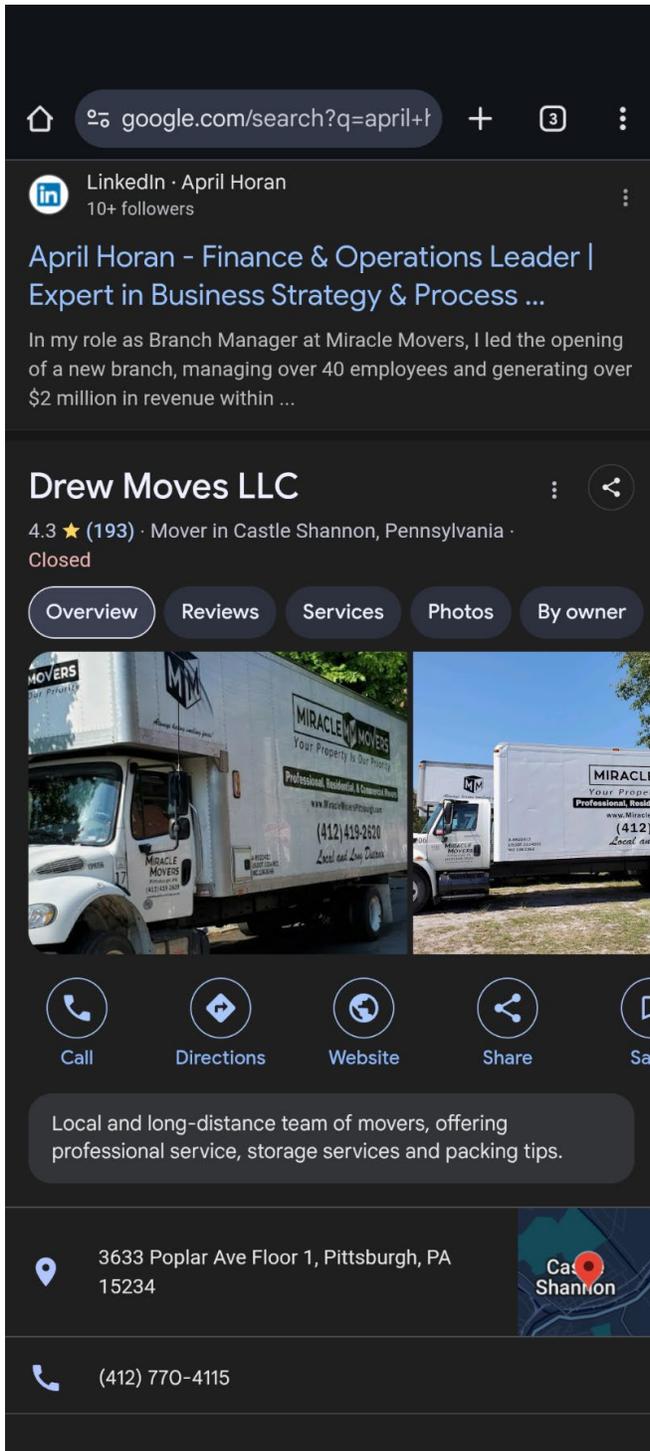
BY THE COURT:

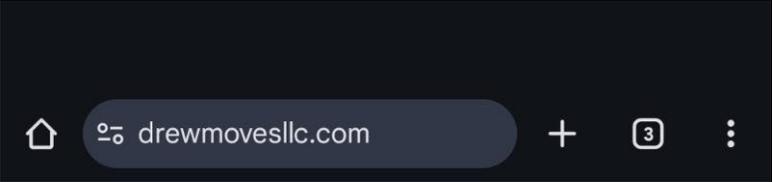


FOR COURT USE ONLY

VERDICT TIME \_\_\_\_\_

PUC Violation: Drew Moves LLC Operating via Miracle Movers Google Listing





GoDaddy SEO Services: Target your audience. | [Request a Call](#)



## Contact Us

Drop us a line!

48 States and Hawaii. Long Distance Moving from \$999...

## Drew Moves LLC

4.3 ★ (193) · Mover in Castle Shannon, Pennsylvania · Closed

Overview

Reviews

Services

Photos

About

By



Call



Directions



Website



Share



Save

Local and long-distance team of movers, offering professional service, storage services and packing tips.



3633 Poplar Ave Floor 1, Pittsburgh, PA 15234  
🚗 26 min



(412) 770-4115



Closed · Opens 8 AM



Miracle Movers USA  
<https://www.miraclemoversusa.com>

### Best Moving Company Pittsburgh, PA

If you need a moving service in Pittsburgh, Miracle Movers are #1. As top movers in Pittsburgh, PA, this company will deliver top-notch moving services.

# \$1,750 — Long Distance Moving | Try Our Moving Cost Calculator | Budget Van Lines™

All Driving & Loading Included - We Pickup and Deliver to All Lower 48 States and Hawaii. Long Distance Moving from \$999...

## Drew Moves LLC

4.3 ★ (193) · Mover in Castle Shannon, Pennsylvania · Closed

- Overview
- Reviews
- Services
- Photos
- About
- By

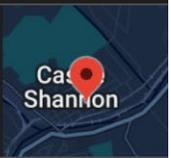


View All

- Call
- Directions
- Website
- Share
- Save

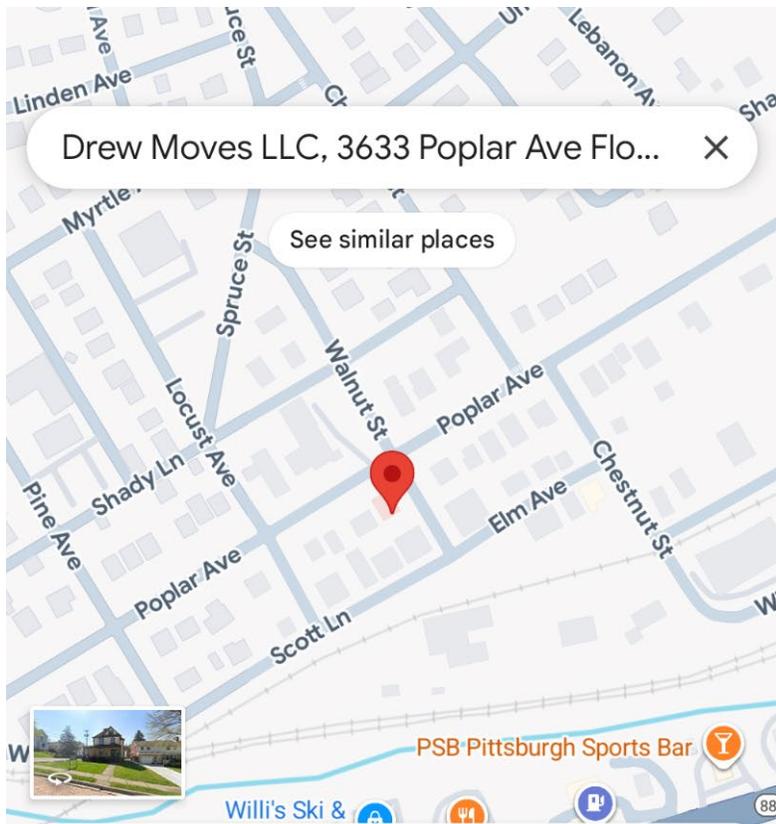
Local and long-distance team of movers, offering professional service, storage services and packing tips.

3633 Poplar Ave Floor 1, Pittsburgh, PA 15234  
26 min



(412) 770-4115

Wednesday 8 AM-6 PM  
Thursday 8 AM-6 PM



## Drew Moves LLC

4.3 ★ (193) · Mover

**Closed** · Opens 8 AM · 🕒 34 min





# Drew Moves LLC



- Overview
- Services
- Reviews
- Photos
- Updates

**MOVER**  
Our Profile 3 months ago

Thank you so much for the awesome words about some awesome guys!!!

[See all reviews >](#)

## Questions & answers

**D**

[See questions \(5\)](#)

## From the owner



"Seeking a stress-free move in the Pittsburgh area? Drew Moves LLC offers experienced and reliable moving services, specializing in everything from household moves to delicate piano transport and secure storage solutions. Since 2019, this family-owned and operated business has built a reputation for responsible, accurate, and professional service. Licensed and insured, Drew Moves treats your belongings with the same care and attention they give their own. Trust Drew Moves to handle your next relocation with expertise and personalized attention. The moves YOU approve."

[^ Less](#)

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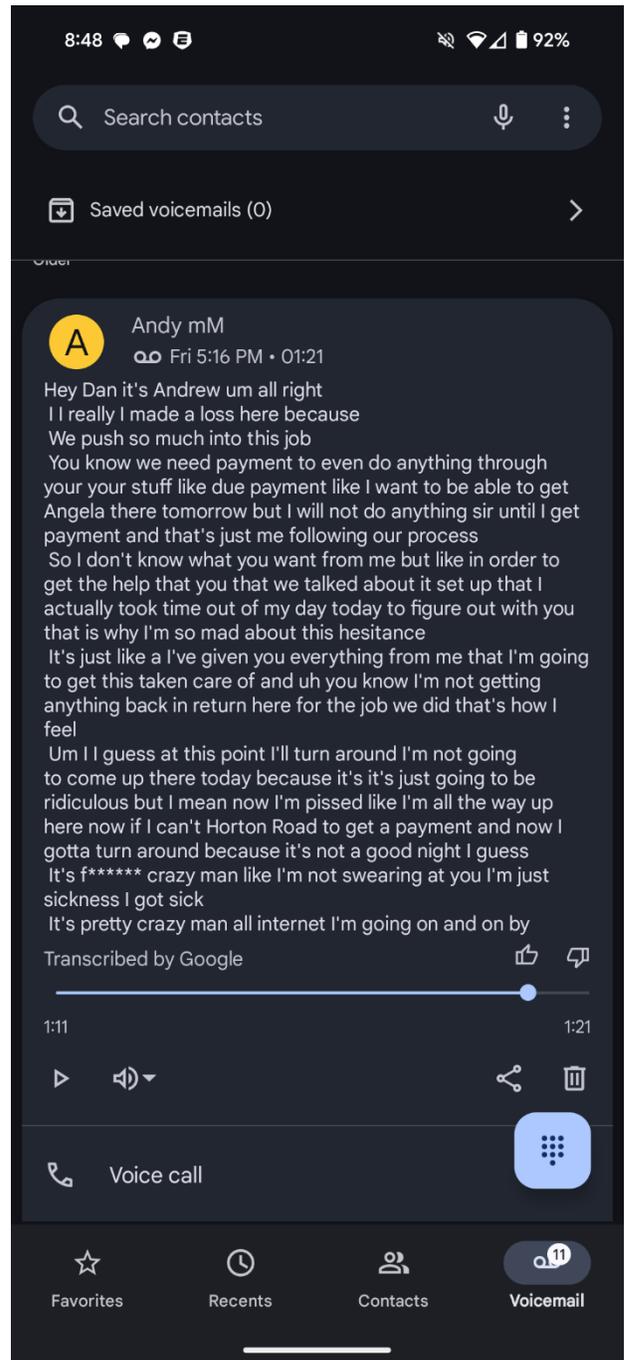
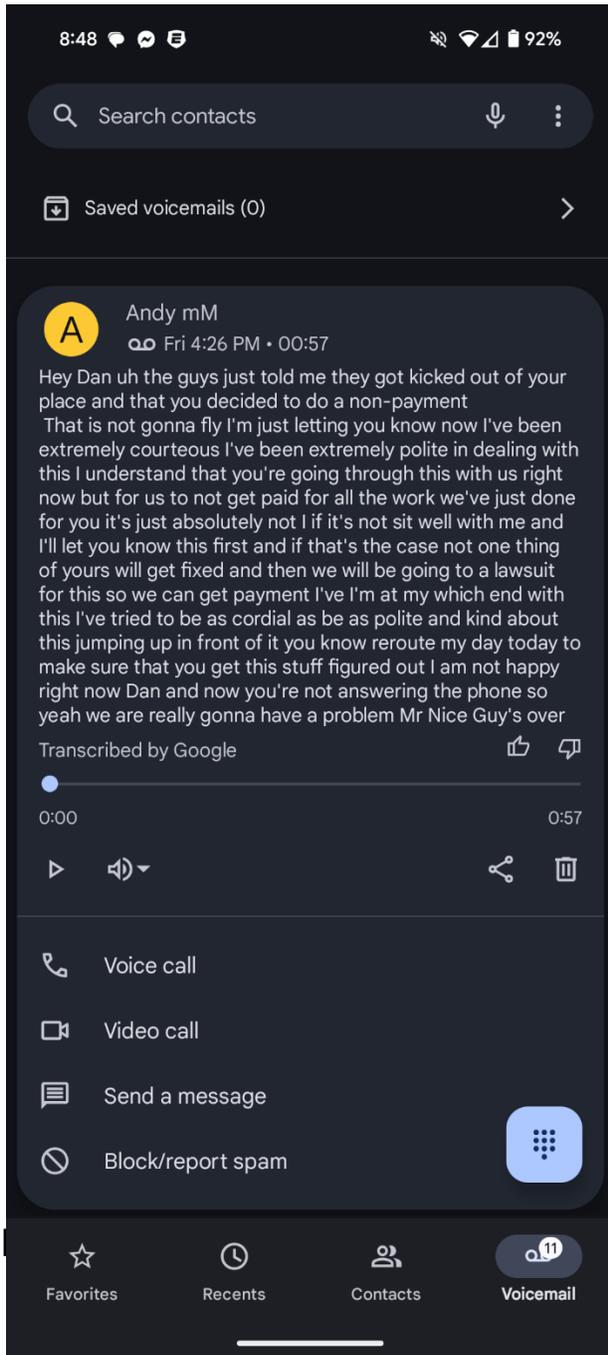
# Hooven vs Miracle Movers of Pittsburgh, Andrew Zeffiro

Communication Transcripts, Photos and Video

**EXHIBIT**

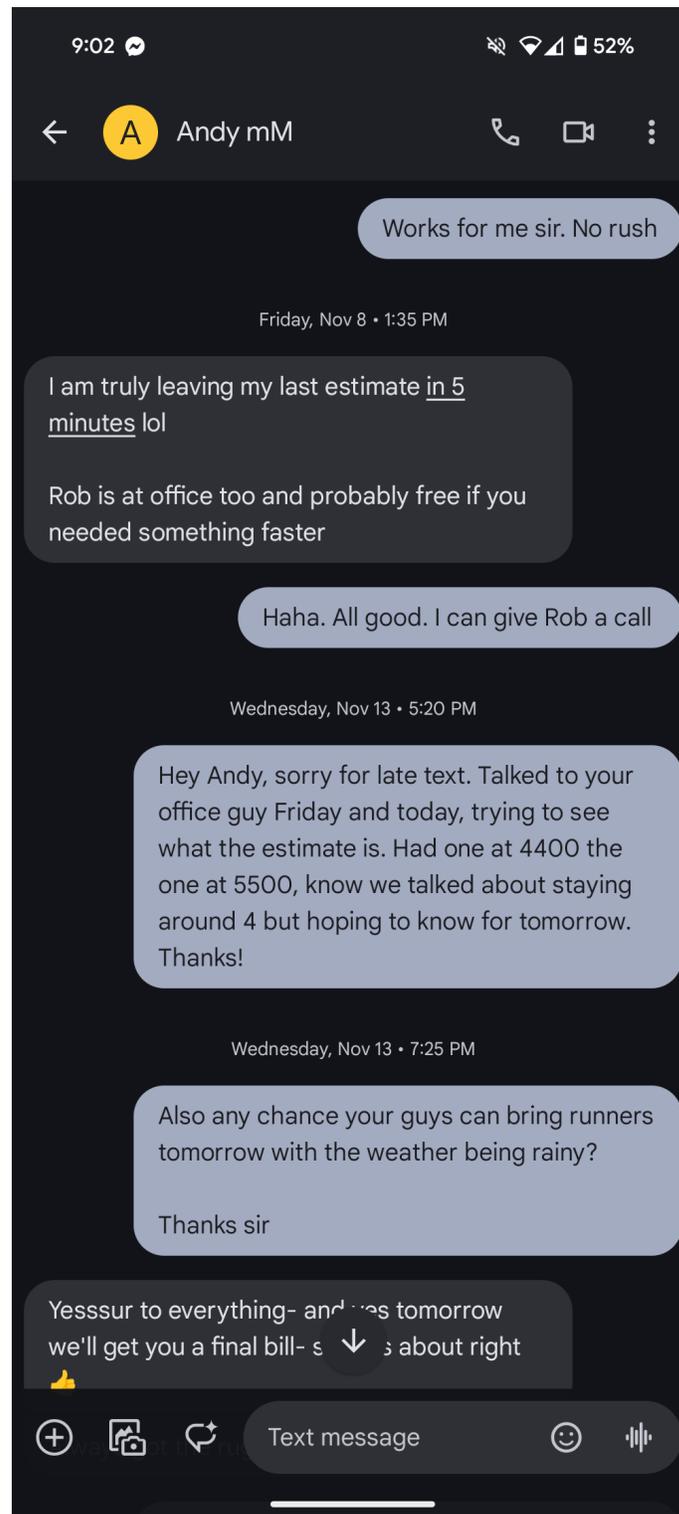
**7**

# Voicemail Transcripts from Andrew Zeffiro (412-720-0286)



## Texts with Andrew Zeffiro (412-720-0286)

---



9:02

52%

←  Andy mM



Yesssur to everything- and yes tomorrow we'll get you a final bill- sounds about right  


Always got the rug runners on deck

You the man. Heard you and Ed had a great move today. Elmer is a pa legend !

Yessir! Everything went great, I think it was Jeremy and Young Kam that knocked it out too.

Thursday • 9:34 AM

Those jabronis are loading up the storage now

Hey can I ask you a strange question? Our fuel cards are frozen so we have been operating using cash, are you able to pay even some of your bill via cash today? Like even if it's just a portion of it

We just need cash 

Hahah I can do that. Any cash discount

Yeah I can throw you a discount for paying some in cash



You can put some on card or check just if



Text message



Otherwise I have to cash one

9:02

52%

← A Andy mM



You can put some on card or check just if you want, just trying to see where we can get the operating juice for the weekend lol

Otherwise I have to go to bank and cash one of our checks 😂😂

I got you. Just lemme know the final and I'll have a stack of green

This card thing will be the death of me

My man!

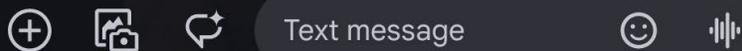
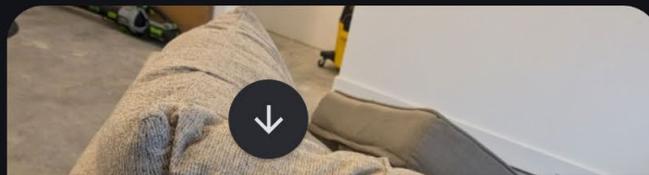
Yeah that's terrible man. I can do everything in cash

Thursday • 3:26 PM

Hey Andy gimme a call when you can this isn't going great

Yessir, I'm currently coaching them from a zoom call about getting this done the way it was planned. I'm on it.

I'll call you right after this wraps

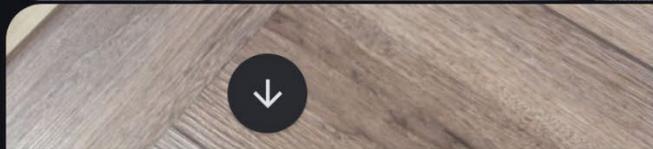


9:02

52%



Andy mM



Text message



9:02

52%



Andy mM



Text message

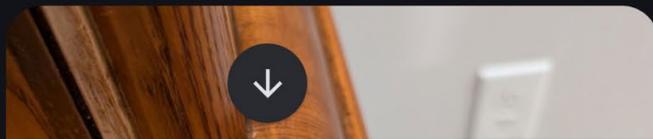


9:02

52%



Andy mM



Text message



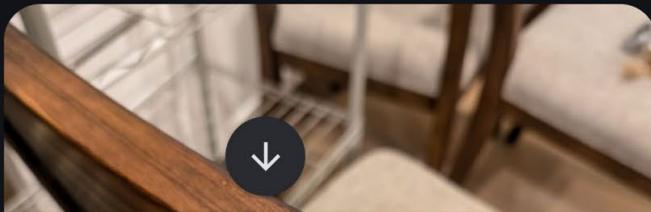
9:02

52%

← A Andy mM



Thursday • 6:21 PM



+ 📎 ↺ Text message 😊 🔊

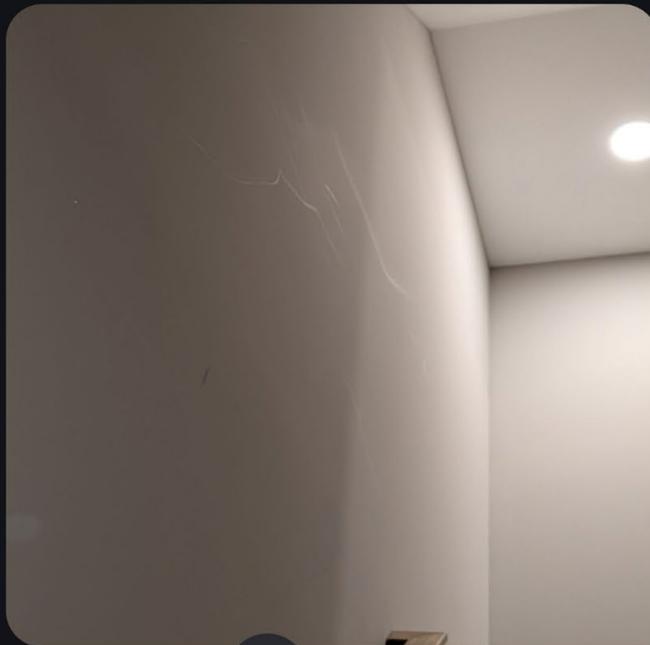
9:02

52%

← A Andy mM



If you can make it out tomorrow id appreciate it. Just so you can see the damages, my wife is literally in tears right now over this



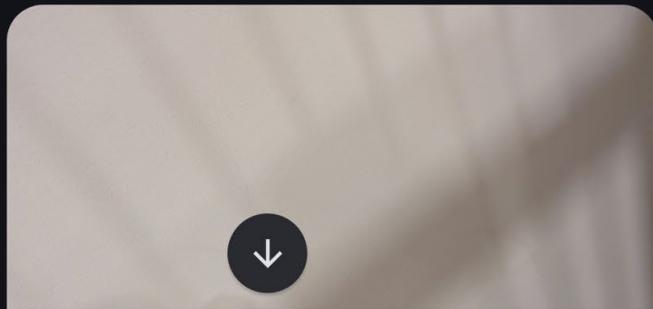
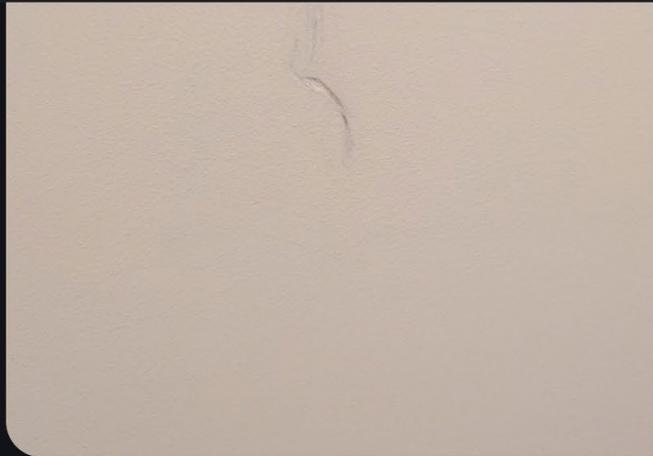
+ 📎 ↻ Text message 😊 🔊

9:02

52%



Andy mM



Text message



9:02

52%

← A Andy mM



Andy I need you to call me asap



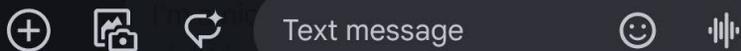
Hey Dan I see this all and am aware. I promise this is the first thing we will take care of tomorrow. I'm at my nephews birthday dinner at the moment. I assure you we will get this all figured out

My wife is literally in tears

Walls are ruined

Heirlooms destroyed

I am expecting you to be here tomorrow so you see the extent of the damage your team did



Text message

9:02

52%

← A Andy mM



I'm a nice guy but this has ruined our first night in our new home we worked hard to afford to the point we're not even staying here because none of the furniture is put together

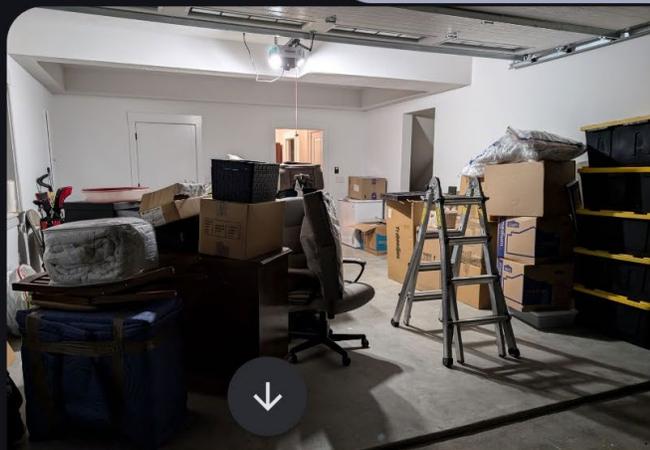
This is just unacceptable on every single level. I'll plan to talk to you in the am. I know you're the manager so you have to deal with the ugly stuff. I appreciate you being communicative and I'll plan to speak to you in the am. Have a good night at the birthday

Ok sounds good thank you. We will get this figured out

Ok but I need you to be here. This is so bad man

Wife's crying

Every wall is fucked



+ 📎 ↺ Text message 😊 🔊

9:02

52%

← A Andy mM



Not one piece of furniture assembly. We can't even sleep in our own home

Also ALL of our beds came uncovered and have dirt all over them.

I'm so sorry about today. I'm tied right now with 4 kids and cousins. We will absolutely make this right. What's your and your wife's favorite coffe place? We would like to start your day tomorrow on us, I have to be somewhere first thing tomorrow but I'm going to arrange that Bennie come with the crew in the morning. This way we can get you the same treatment regardless

Let me know about coffee or breakfast place- we'll make it happen!

I'll also come free around 1130-12 I assume so I'll definitely "be there" even if it's via phone or zoom to get you 100%

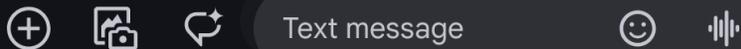
Andy. You need to be there in person

All of our furniture was uncovered

Dirt

Sanitation

↓ of our stuff is damaged  
of our house is damaged



how fucked this is

9:02

52%

← A Andy mM



Andy. You need to be there in person

All of our furniture was uncovered

Dirt

Sanitation

All of our stuff is damaged  
All of our house is damaged

This is beyond a zoom call or coffee

I cannot stress how fucked this is

We can't even sleep in our house

\$750000 house we can't even stay in

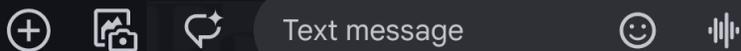
There was no runners or floor protection. I  
can't stress how bad his is.

Thursday • 11:44 PM

They need to be here first thing in the  
morning. Not 10, not 11, not 2 like today. First  
thing. You said it's the first thing that will be  
taken care of and then said you gotta be  
somewhere.

Friday • 7:08 AM

HOOVEN\_3492  
PDF - 81 KB



Text message

9:02

52%

←  Andy mM



Friday • 7:08 AM



Thank you for choosing our hotel for your recent stay. If you have any questions, please contact the hotel at the phone number in the attached folio. To learn more about your sleep experience or products from your stay, please visit Fairfield's [official retail store](#).

**Important information**

We're literally in a hotel because all of our beds are not usable. We're on 4 hours of sleep. I am expecting a call from you first thing Andy. I would not wish this situation on anybody

Friday • 9:46 AM

Andy. I understand I'm not your only customer but I'm the only with a house and property that is completely destroyed. Please be an honest businessman and person and contact me back. It's clear you have blocked me for whatever reason.



   Text message  

9:02

52%

← **A** Andy mM



Friday • 1:17 PM



+ 📎 ↺ Text message 😊 🔊

9:02

52%

← A Andy mM



Andy. I will grab the bags. You all can just reimburse me for the lost screws and bags

**Cranberry Store**

25 Dutilh Rd, Cranberry Township, PA 16066

(724) 779-5180

**Store Hours Today: 6am - 9pm**

Pickup Person:

**Dan Hooven**

Ready for Pickup:

**Today, Friday Nov 15**



**Pratt Retail Specialties** 100 in. x 78 in. x 14 in. Queen and King Mattress Bag

Qty: 6

\$77.88



**What's Next:** You will receive an email and/or text message **in the next 2 hours** when your pickup is

+ 📷 ↻ Text message 😊 🔊

9:03

52%

← **A** Andy mM



Andy. Your guys are trying to leave without finishing

25 Dutilh Rd  
Cranberry Township, PA 16066

[Manage my order](#)

**Your Total**

Subtotal	\$77.88
Delivery	FREE
Sales Tax	\$4.68
<b>Total</b>	<b>\$82.56</b>

Card ending in 6178

**All items**

1 item

Dan I'm not sending any help to you with a non payment

Just an fyi



+ 📎 ↻ Text message 😊 🔊

9:03

52%

← A Andy mM



I wasn't asked for a payment today

They just left

These guys are telling me you didn't pay

They asked multiple times

Andy that is not true

They left. My friend was here and the one mover said

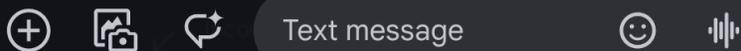
Nobody from the office contacted them so they didn't know what they were supposed to do about payment

And they left

We asked for an invoice and they said they didn't have anything and left

If there's anybody who should be upset it's me. I have the damaged home and I've done nothing but over communicate and document the issues and spoken to you about a resolution. Never at one point was I asked for payment or refused to pay.

And as for your voicemail, I missed 1 one call from you, I have been responsive and have actually been on the end of of no pickups



9:03

52%

←  Andy mM



And as for your voicemail, I missed 1 one call from you, I have been responsive and have actually been on the end of of no pickups

↙ Incoming call  17m 49s  
1:03 PM

↗ Outgoing call  3s  
1:23 PM

↗ Outgoing call  2s  
1:23 PM

↗ Outgoing call  5s  
3:17 PM

↙ Missed call  
4:25 PM

↗ Outgoing call  
4:25 PM

I never kicked anybody out. The one gentleman asked if they could go after all the mattresses were wrapped and I said that was fine and shook his hand

Dan I'm calming down, this has all been just such a mess and I understand where you're coming from but I have to make sure everything is accounted for. That includes tge payment for the job so we can file an actual claim



   Text message  

an email right now  
probably ready by

9:03

52%

←  Andy mM



Once I get there, I'll definitely provide you with everything you're asking for we can do an email right there. I'll even have one probably ready by the time I'm there.

With claim etc

You definitely didn't deserve for me to call yapping at you like that, I wish that the other situations were usually in with a nonpayment we weren't painting the picture for this one because I do understand

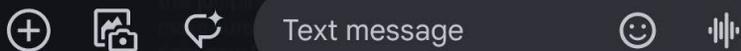
Ok well I'm still on the way

Andy, I just relistened to the voicemail where you basically threatened me and brought up a lawyer. Moving forward all correspondence can go through our lawyers. Happy to go the route at this point Andy

I am telling you not to come to my private property. I will call the cops if you come to my private property.

 Andy mM  
4:26 PM • 00:57

Hey Dan uh the guys just told me they got kicked out of your place and that you decided to do a non-payment That is not gonna fly I'm just letting you know now I've been extremely courteous I've been extremely polite in dealing with this I understand that you're going through this with us right now but for us to not get paid for all the work we've just done for you it's just absolutely not I if it's not sit well with me and I'll let you know this if that's the case not one thing of yours will get fixed then we will be going to a lawsuit for this so we can get payment I've I'm at my which end with this this tried to be... and tried to be...



9:03

52%

← A Andy mM



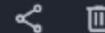
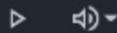
for you it's just absolutely not I if it's not sit well with me and I'll let you know this first and if that's the case not one thing of yours will get fixed and then we will be going to a lawsuit for this so we can get payment I've I'm at my which end with this I've tried to be as cordial as be as polite and kind about this jumping up in front of it you know reroute my day today to make sure that you get this stuff figured out I am not happy right now Dan and now you're not answering the phone so yeah we are really gonna have a problem Mr Nice Guy's over

Transcribed by Google



0:07

0:57



We asked for an invoice and they said they didn't have anything and left

If there's anybody who should be upset it's me. I have the damaged home and I've done nothing but over communicate and document the issues and spoken to you about a resolution. Never at one point was I asked for payment or refused to pay.

And as for your voicemail, I missed 1 one call from you, I have been responsive and have actually been on the end of of no pickups

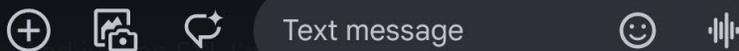
Incoming call 17m 49s  
1:03 PM

Outgoing call 3s  
1:23 PM

Andy these are documented and I am concerned

Andy I saw your call. At this point I think it's best to communicate via text or email.

Or you can contact my attorney Max Petrunya, PC



Text message

telling them all to hold off until we are paid

9:03

52%

←  Andy mM



1:03 PM

Outgoing call   
1:23 PM

Andy these are documented and I am concerned

Andy I saw your call. At this point I think it's best to communicate via text or email.

Or you can contact my attorney Max Petrunya, PC

And just an FYI, I'm calling Angela and I'm telling them all to hold off until we get paid

I'm putting a bunch of space in between the rest of those crazy text and then this one here because this one here really is the reasonable Andrew. I don't know if it's do you know having so much going on today or what but dude I was acting like an absolute maniac . The guy you talk to Jason Jackson is a great guy. Will absolutely be able to figure out a good resolution here.

I'm going Most of the hardest stuff I ever have and I know it's no excuse. I'm sorry I truly am and I know we'll be able to figure this all out

Going through\*\*\*

5:59 PM

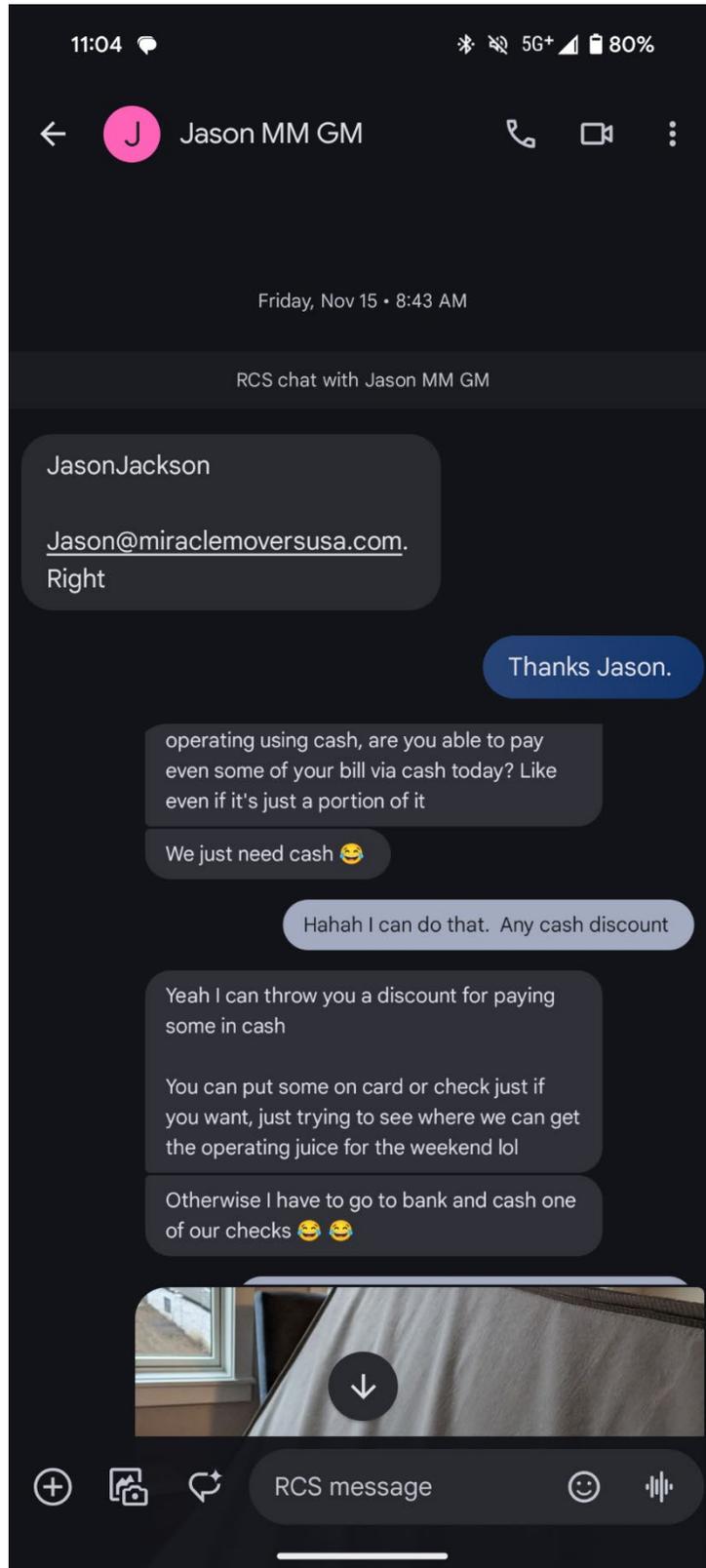


Text message



# Texts with Jason Jordan (919-980-2117)

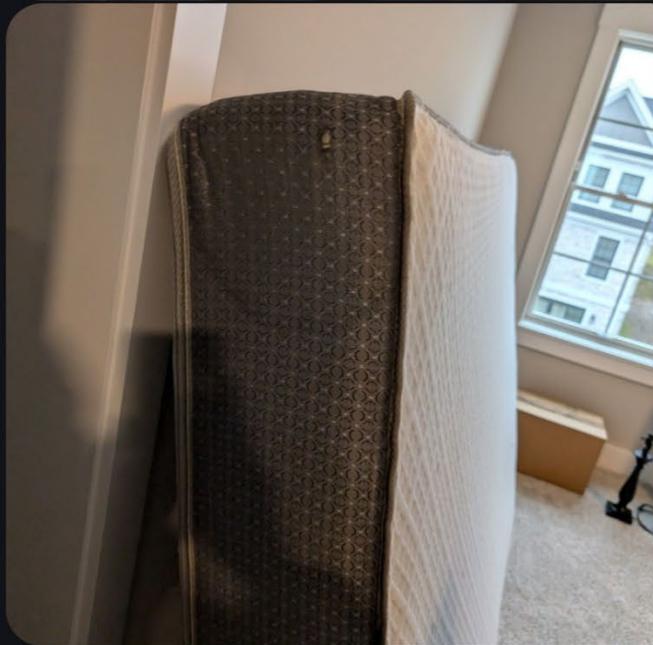
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11:04

5G+ 80%

← J Jason MM GM

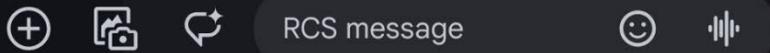
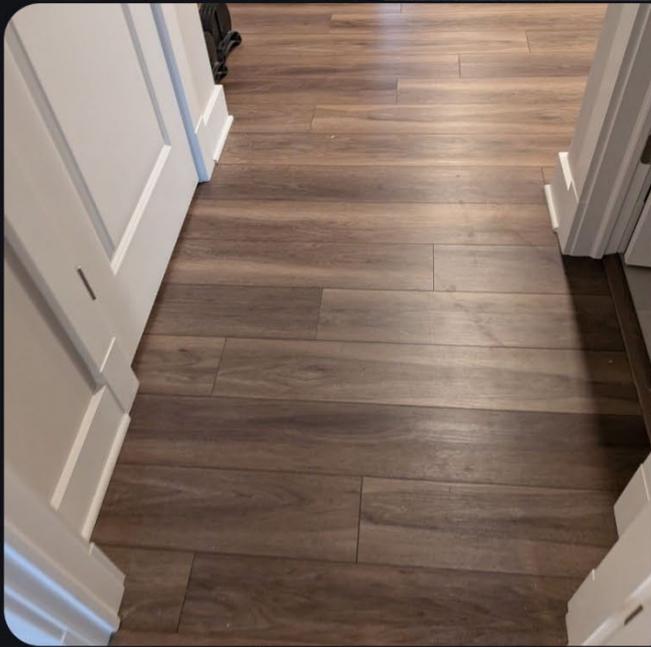


+ 📎 ↻ RCS message 😊 🔊

11:04

5G+ 80%

← J Jason MM GM

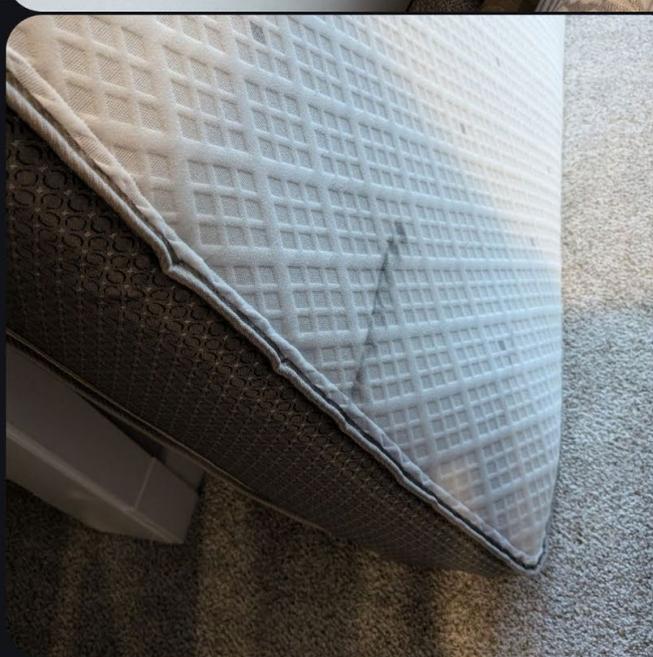


11:04

5G+ 80%



Jason MM GM



RCS message



11:04

5G+ 80%



Jason MM GM



RCS message



11:04

5G+ 80%



Jason MM GM



RCS message

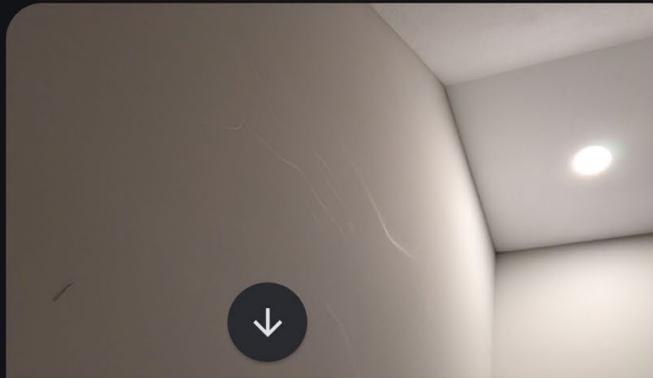


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Jason MM GM



RCS message

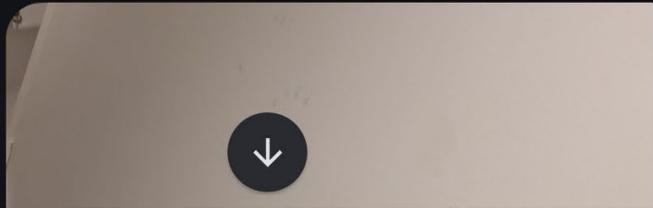


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Jason MM GM



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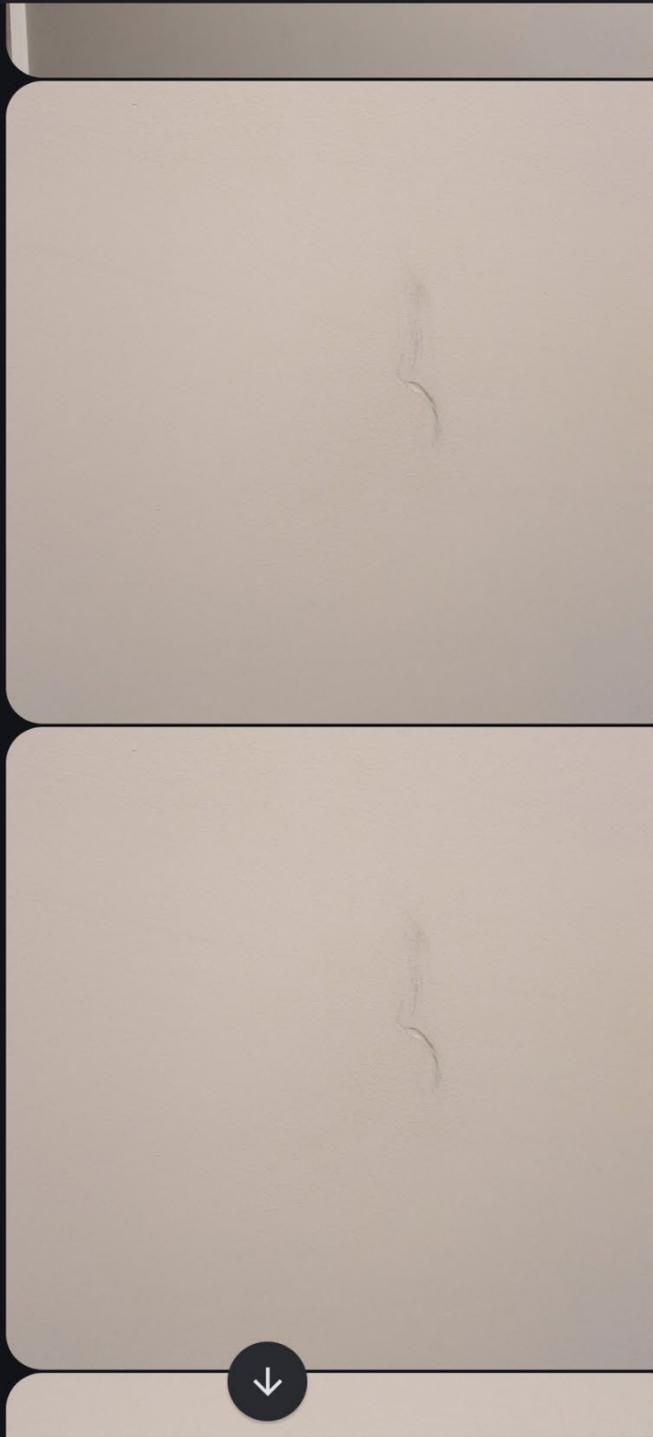


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Jason MM GM



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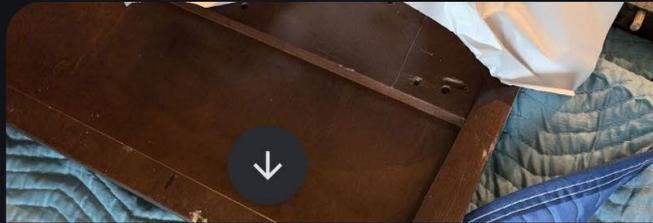


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Jason MM GM



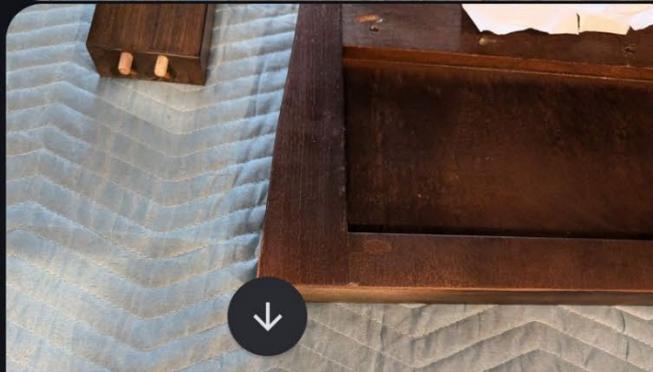
RCS message



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← J Jason MM GM



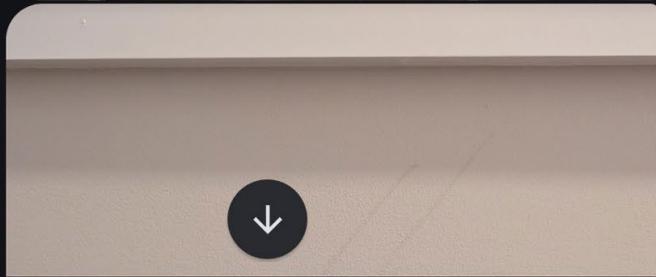
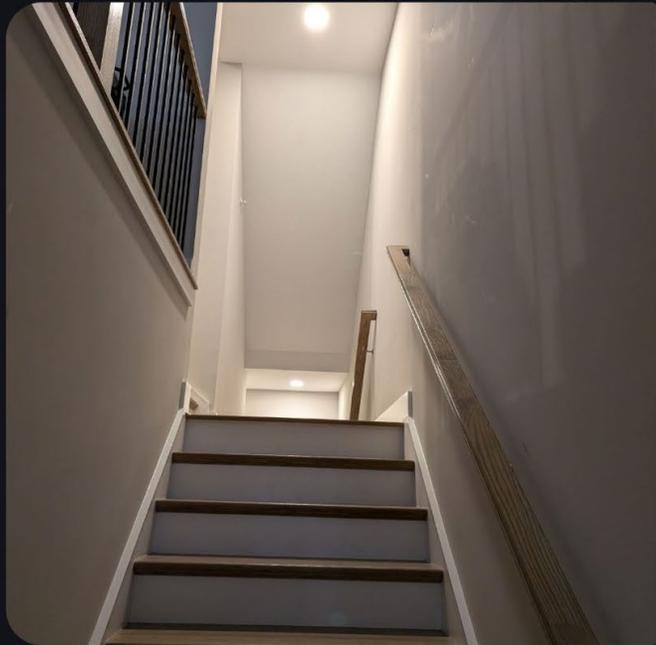
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11:04

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Jason MM GM



RCS message

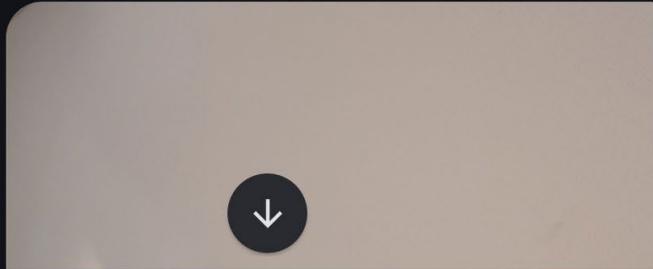


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Jason MM GM



RCS message



11:04

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Jason MM GM



RCS message

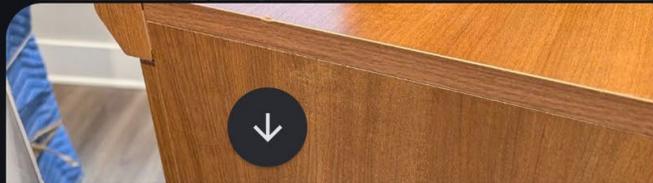


11:04

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Jason MM GM



RCS message



11:04

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Jason MM GM



RCS message

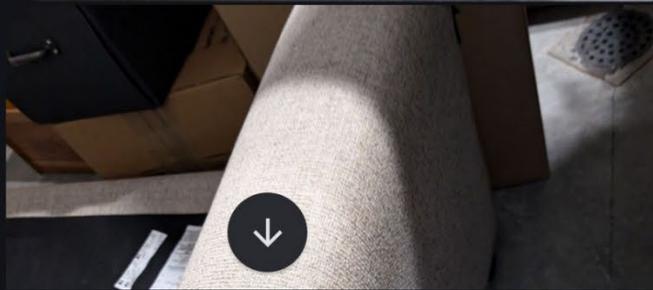


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Jason MM GM



RCS message

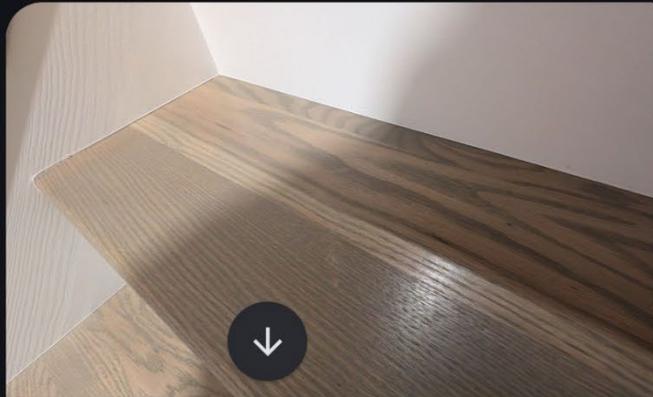


11:04

5G+ 80%



Jason MM GM



RCS message



11:04

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← J Jason MM GM



+ 📎 ↺ RCS message 😊 🔊

11:04

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← J Jason MM GM

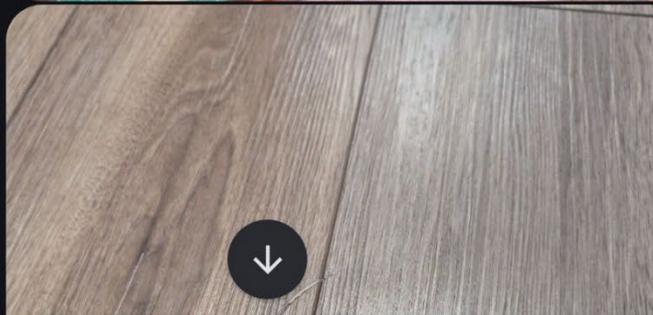


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11:04

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← J Jason MM GM



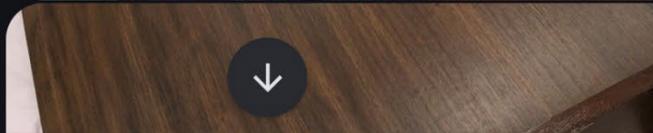
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Jason MM GM



RCS message

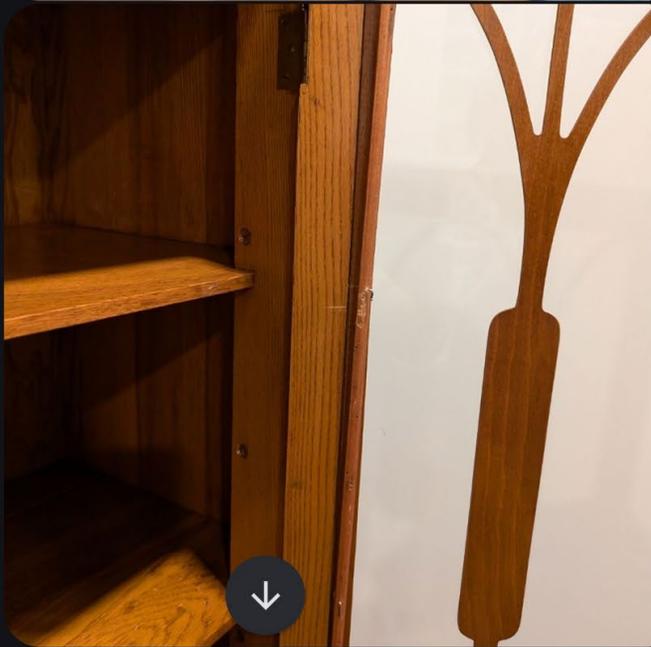


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Jason MM GM



RCS message

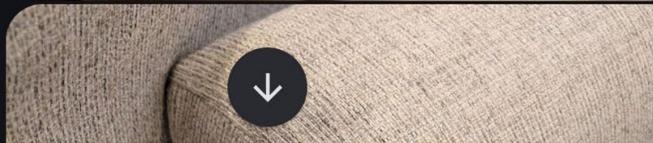


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Jason MM GM



RCS message

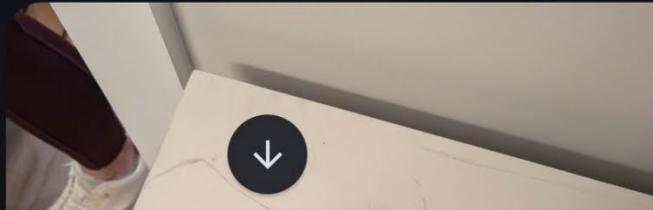


11:05

5G+ 80%



Jason MM GM



RCS message



11:05

5G+ 80%

← J Jason MM GM



↗ Outgoing call  
Thu 7:16 PM

↗ Outgoing call 6s  
Thu 7:26 PM

↗ Outgoing call 3s  
Thu 7:43 PM

Today

↗ Outgoing call 3s  
8:08 AM

↗ Outgoing call 2s  
8:11 AM

9:01 AM • Not delivered yet.

zoom call about getting this done the way it was planned. I'm on it.

I'll call you right after this wraps



RCS message

11:05

5G+ 80%

← J Jason MM GM



My wife is literally in tears

Walls are ruined

Heirlooms destroyed

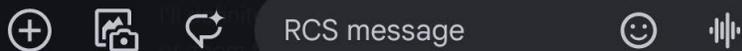
I am expecting you to be here tomorrow so you see the extent of the damage your team did

I'm a nice guy but this has ruined our first night in our new home we worked hard to afford to the point we're not even staying here because none of the furniture is put together

This is just unacceptable on every single level. I'll plan to talk to you in the am. I know you're the manager so you have to deal with

I'm so sorry about today. I'm tied right now with 4 kids and cousins. We will absolutely make this right. What's your and your wife's favorite coffe place? We would like to start your day tomorrow on us, I have to be somewhere first thing tomorrow but I'm going to arrange that Bennie come with the crew in the morning. This way we can get you the same treatment regardless

Let me know about coffee or breakfast place- we'll make sure you're taken care of!



11:05

5G+ 80%

← J Jason MM GM



Andy: You need to be there in person

Thank you again for taking this issue seriously and offering a kind ear and helpful hand.

Sanitation

All of our stuff is damaged  
All of our house is damaged

This is beyond a zoom call or coffee

I cannot stress how fucked this is

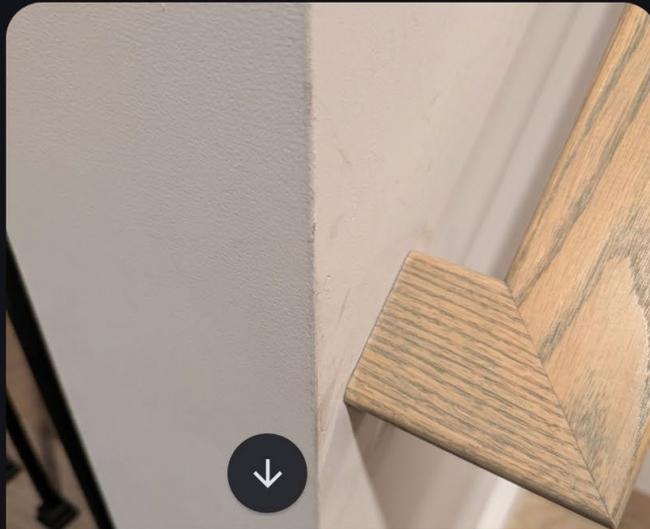
We can't even sleep in our house

\$750000 house we can't even stay in

There was no runners or floor protection. I can't stress how bad his is.

Yesterday • 11:44 PM

They need to be here first thing in the

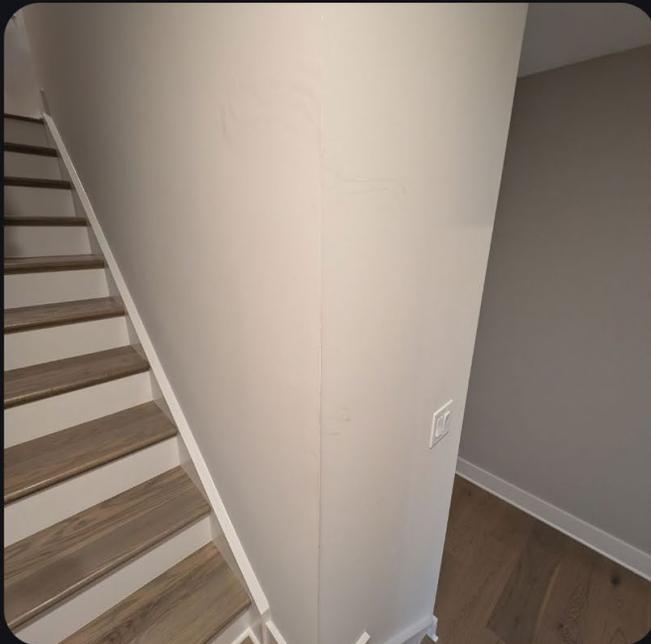


+ 📎 ↻ RCS message 😊 🔊

11:05

5G+ 80%

← J Jason MM GM



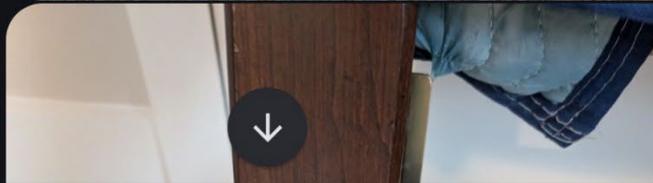
+ 📎 ↺ RCS message 😊 🔊

11:05

5G+ 80%



Jason MM GM



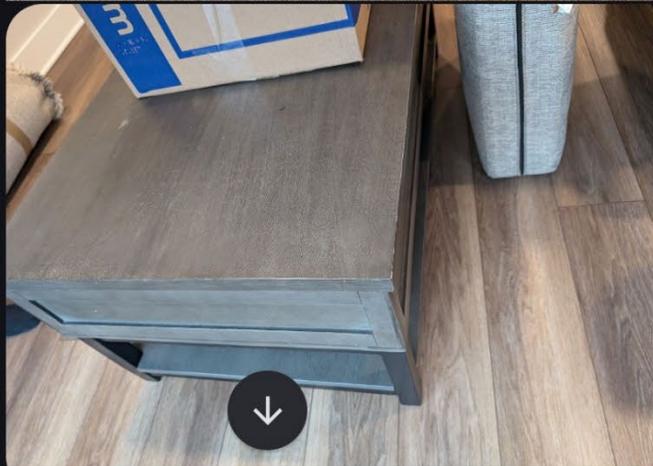
RCS message



11:05

5G+ 80%

← J Jason MM GM



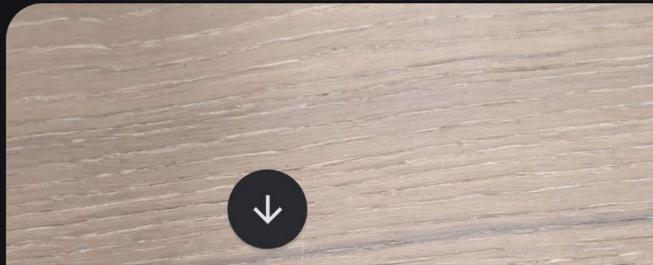
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11:05

5G+ 80%



Jason MM GM



RCS message



← J Jason MM GM

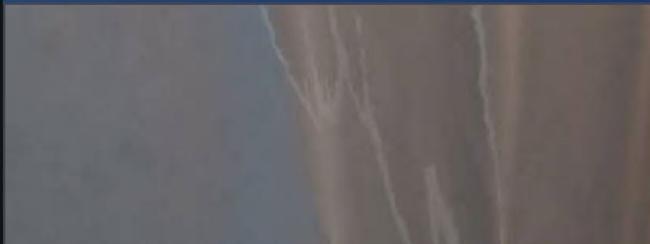


<https://youtu.be/FuVv9POzkiU?feature=shared>



miracle Movers damage 11/14/25  
www.youtube.com

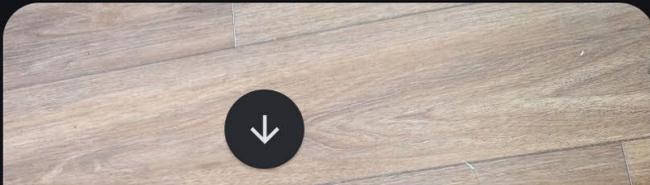
<https://youtube.com/shorts/MxW-ukD6P7c?feature=shared>



Miracle Movers damage 11/14/25  
www.youtube.com

These are unlisted so not public but so you can see video

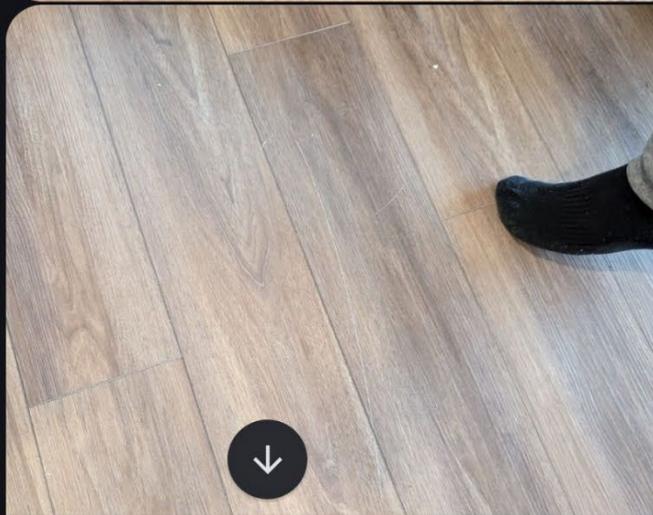
Friday, Nov 15 • 12:23 PM



11:05

5G+ 80%

← J Jason MM GM



+ 📎 ↻ RCS message 😊 🔊

11:05

5G+ 80%

← J Jason MM GM



But they're missing most of the screws for bedroom sets and have no idea where they are

Friday, Nov 15 • 4:18 PM



+ 📎 ↺ RCS message 😊 🔊

← J Jason MM GM



A Andy mM 4:26 PM • 00:57

Hey Dan uh the guys just told me they got kicked out of your place and that you decided to do a non-payment That is not gonna fly I'm just letting you know now I've been extremely courteous I've been extremely polite in dealing with this I understand that you're going through this with us right now but for us to not get paid for all the work we've just done for you it's just absolutely not I if it's not sit well with me and I'll let you know this first and if that's the case not one thing of yours will get fixed and then we will be going to a lawsuit for this so we can get payment I've I'm at my which end with this I've tried to be as cordial as be as polite and kind about this jumping up in front of it you know reroute my day today to make sure that you get this stuff figured out I am not happy right now Dan and now you're not answering the phone so yeah we are really gonna have a problem Mr Nice Guy's over

Transcribed by Google [thumbs up/down icons] 0:07 0:57 [play, volume, share, delete icons]

Once I get there, I'll definitely provide you with everything you're asking for we can do an email right there. I'll even have one probably ready by the time I'm there.

With claim etc

You definitely didn't deserve for me to call yapping at you like that, I wish that the other situations were usually in with a nonpayment we weren't painting the picture for this one because I do understand

Ok well I'm still on the way

Andy, I j [down arrow] listened to the voicemail where you basically threatened me and brought up

← J Jason MM GM



No apology or even a retread. Just threats

A Andy MM  
5:16 PM • 01:21

Hey Dan it's Andrew um all right  
I really I made a loss here because  
We push so much into this job  
You know we need payment to even do anything through  
your your stuff like due payment like I want to be able to get  
Angela there tomorrow but I will not do anything sir until I get  
payment and that's just me following our process  
So I don't know what you want from me but like in order to  
get the help that you that we talked about it set up that I  
actually took time out of my day today to figure out with you  
that is why I'm so mad about this hesitance  
It's just like a I've given you everything from me that I'm going  
to get this taken care of and uh you know I'm not getting  
anything back in return here for the job we did that's how I  
feel  
Um I I guess at this point I'll turn around I'm not going  
to come up there today because it's it's just going to be  
ridiculous but I mean now I'm pissed like I'm all the way up  
here now if I can't Horton Road to get a payment and now I  
gotta turn around because it's not a good night I guess  
It's f\*\*\*\*\* crazy man like I'm not swearing at you I'm just  
sickness I got sick

It's pretty crazy man all internet I'm going on and on by  
And just an FYI, I'm calling Angela and I'm telling  
them all to hold off until we get paid

Okay 👍 Great! 😊

Mark as read Reply 🕒 📄

Manage Clear all

11:05

5G+ 80%



Jason MM GM



Thank you for your time today sir. Sorry this fell on your desk. Have a good evening.

No problem at all, sir. Just hope to be able to help and get this resolved. You have a good evening.

You too.

Saturday, Nov 16 • 1:34 PM

Ordering food. Call you back

Thursday • 12:45 PM

Hi Jason

Matt has not responded to any of my communications. I'm just confirming if he has any intent to, if I need to follow up with another individual or if MM is not planning to respond.

Thanks.

Thursday • 5:16 PM

I will be in touch with you before the end of business tomorrow. My apologies



RCS message



### **Statement Regarding Guardian Storage – Bethel Park**

Based on my direct communication with a representative from Guardian Storage in Bethel Park, I was informed that Miracle Movers Pittsburgh has failed to pay for storage services despite placing customer property under their account. The representative stated that he had not received any response from Matt Oates (Corporate VP) or Andrew Zeffiro (General Manager, Pittsburgh) despite repeated outreach attempts, and confirmed that no payments had been made.

The representative further indicated that he had been told Miracle Movers Pittsburgh had been “dissolved.” This information establishes that both Miracle Movers Pittsburgh and Miracle Movers corporate leadership were contacted multiple times but failed to respond or resolve the matter.

This practice directly contradicts Miracle Movers’ public advertising of offering “private, secure storage”, as in reality they rely on third-party facilities they do not pay. By abandoning financial responsibility to Guardian Storage, they have improperly placed customers’ belongings at risk of lien or sale, despite those customers having already paid Miracle Movers. This constitutes both false advertising and conversion of customer property, in violation of PUC standards and consumer protection expectations.

The Commission may independently verify these facts with Guardian Storage Bethel Park at (724) 693-4553.

**EXHIBIT**

**8**

Daniel Hooven

## PUC Complaints – Miracle Movers Pittsburgh, Miracle Movers

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### **1. Failure to Provide Required Consumer Documentation**

Miracle Movers Pittsburgh failed to provide the Pennsylvania “Ready to Move?” brochure, required insurance/arbitration disclosures, and the federally mandated “Your Rights and Responsibilities” booklet, in violation of 52 Pa. Code § 31.124.

### **2. Improper and Incomplete Bill of Lading**

I was presented with a blank and incomplete bill of lading, which I refused to sign. This is a violation of 52 Pa. Code § 31.122, which requires a complete, signed agreement before service begins.

### **3. Unauthorized Rate Increase**

My written estimate of \$4,417.30 was increased to \$5,397.46, a 22.19% increase, without written notice or consent. This exceeded the 10% maximum allowed by 52 Pa. Code § 31.127.

### **4. Unqualified Drivers**

Drivers without valid CDL licenses operated the trucks. They also failed to weigh the vehicles, depriving me of accurate billing records. This is a violation of 52 Pa. Code § 31.33.

### **5. Court Judgment Ignored**

An Allegheny County Court judgment awarded me \$27,657.70 plus interest (Case No. AR-25-600). Miracle Movers has refused to pay, violating 52 Pa. Code § 32.13, which requires financial responsibility and compliance with lawful orders.

### **6. Threatening Conduct and Intimidation**

General Manager Andrew Zeffiro left recorded threats to come to my home with another employee to force my wife and me to sign paperwork. This is harassment and abusive conduct in violation of 52 Pa. Code § 31.121.

### **7. Failure to Respond to Remediation Efforts**

Despite repeated outreach by myself and my attorney, neither the Pittsburgh branch nor corporate responded. This refusal to engage violates 52 Pa. Code § 32.12.

### **8. Operating and Advertising Under False Pretense**

Andrew Zeffiro is knowingly running an unlicensed and uninsured sham business, Drew Moves LLC, which exists only as a bad website and a Google listing tied to Miracle Movers Pittsburgh. This is deliberate misrepresentation under 52 Pa. Code § 31.121.

EXHIBIT

9

### **9. False Advertising and Conversion – Private Storage**

Miracle Movers advertised private storage but actually used Guardian Storage in Bethel Park. Guardian confirmed delinquent invoices, putting customer belongings at risk of lien and auction — a practice amounting to conversion. This violates 52 Pa. Code § 31.121.

### **10. False Advertising – Day Labor**

The company claimed to use trained professional staff, but my crew included unvetted day laborers hired from Facebook, paid cash or 1099. This misrepresentation violates 52 Pa. Code § 31.121.

### **11. False Advertising – Rental Trucks**

Moves were performed in Penske and U-Haul rental trucks not registered under Miracle Movers' PUC authority. Customers were misled into thinking their goods were covered by carrier insurance when they were not, violating 52 Pa. Code § 31.3.

### **12. Documentation and Safety Failures**

The company failed to conduct pre-trip fleet inspections and did not complete property condition inventories required for insurance claims. This violates 52 Pa. Code § 31.33.

### **13. Failure to Cooperate With Insurer**

Vanliner Insurance documented repeated non-cooperation from corporate leaders, including Matt Oates (VP), Lindsay Wilhoit Cox (COO), Samantha Wilhoit (CEO), and Andrew Zeffiro. This violates 52 Pa. Code § 32.12.

## **Requested Relief**

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- Fine Miracle Movers Pittsburgh for each violation, including the illegal 22% invoice increase, threats, false advertising, and documentation failures.
- Suspend or Revoke Operating Authority so they can no longer perform intrastate moves in Pennsylvania.
- Fine Miracle Movers Corporate Leadership — including Matt Oates (Vice President) and Lindsay Wilhoit Cox (Chief Operating Officer) — for knowingly allowing these violations to continue.
- Deny and Revoke Authority for Andrew Zeffiro  
Determine that Andrew Zeffiro is unfit to hold operating authority under the Public Utility Code.
  - Revoke any current authority in which he is listed as an officer, partner, or responsible party.

- Deny any future applications in which he seeks authority, directly or indirectly, in Pennsylvania.
  - This is supported by his operation of the sham business Drew Moves LLC, his threats and intimidation against my family, and more than \$50,000 in outstanding judgments and litigation since 2024.
- Issue a Consumer Protection Order requiring Miracle Movers to stop deceptive advertising, end funneling customers to Drew Moves LLC, and correct misrepresentations about storage, staffing, trucks, and insurance.
- Referral for Pattern of Misconduct to the North Carolina Utilities Commission and the South Carolina Office of Regulatory Staff, where Miracle Movers also operates, so regulators in those states can protect consumers as well.