



PRESS RELEASE

Attorney General Sues Moving Company for Refusing to Deliver Goods

Best Offer Moving Co. raises prices after estimates and refuses to deliver possessions of objecting customers, according to charges

Baltimore, MD (March 8, 2016) --Maryland Attorney Brian E. Frosh announced today that the Office of the Attorney General Consumer Protection Division has filed charges against Best Offer Moving Company, LLC and its owner, Andrii Dziapka, for demanding a higher price than estimated for delivery of customer possessions, and then refusing to deliver the when consumers objected to the increased prices. Under Maryland law, moving companies cannot refuse to deliver consumers' household goods when the move is within the state.

The Division alleges that Gaithersburg-based Best Offer Moving quotes consumers one price for their moves, then demands significant additional costs and fees for services and packing materials after loading the consumer items on their trucks. The company then refuses delivery if customers do not pay. The Division further alleges that after refusing delivery, the company places goods in storage and seeks additional fees above its already inflated charges.

In one case, the company drove off with the prescription drugs and medical devices of a child with cerebral palsy and other serious health conditions, according to documents filed by the Division.

"Moving is usually a stressful and expensive undertaking, and our laws are designed to protect consumers from companies who make the experience even worse with unscrupulous practices," said Attorney General Frosh. "We will always protect Maryland families against companies that try to exploit them after taking possession of all of their belongings."

The Division alleges that Best Offer Moving's practices violate both the Maryland Consumer Protection Act and the Maryland Household Goods Movers Act. The Division filed a complaint in the Circuit Court for Montgomery County, and administrative charges that will be heard by the Maryland Office of Administrative Hearings.

The Office of the Attorney General is seeking injunctive relief to prevent the company and its owner from refusing to deliver goods and from committing further violations, as well as an order requiring Best Offer Moving to pay restitution to consumers harmed by its alleged unfair and deceptive practices, and civil penalties for alleged violations of the Consumer Protection Act.

The Division has also obtained a temporary restraining order from the Circuit Court for Montgomery County that requires Best Offer Moving Company, LLC to immediately release customer items that it is holding.

Consumers with complaints against Best Offer Moving Company, LLC or Andrii Dziapka may call the Consumer Protection Division at 410-576-6569, [file a complaint online](#), or write to the Consumer Protection Division at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202.