

IN THE SMALL CLAIMS DIVISION OF THE 15TH JUDICIAL CIRCUIT  
IN AND FOR PALM BEACH COUNTY, FLORIDA

Susan Andreasen

Case No.: **2024 SC 005548**

Plaintiff(s)

vs. Defendant 1:

Good Greek Moving & STORAGE

Defendant 2:

Defendant(s)

Address: 1333 N Jog Road, Suite 103  
West Palm Beach, FL 33413

Address:

**STATEMENT OF CLAIM**

Plaintiff(s) sue(s) the Defendant(s) for damages which do not exceed \$8,000.00 exclusive of costs and interest for (check one category below):

- Auto Accident** occurring on or about \_\_\_\_\_ in the vicinity of \_\_\_\_\_, in \_\_\_\_\_ County, Florida caused by the negligent operation of a vehicle operated by \_\_\_\_\_ and owned by \_\_\_\_\_ resulting in damages, described below.
- Goods sold** by Plaintiff; goods and prices and credits listed below.
- Work done** and materials furnished; time and materials, showing charges and credits, listed below.
- Money lent** to defendant on \_\_\_\_\_ with interest owed since \_\_\_\_\_.
- Promissory Note** executed on \_\_\_\_\_, copy attached; defendant failed to either pay the note or an installment payment, and interest is owed since \_\_\_\_\_, plus attorney's fees.
- Account Stated** for an agreed balance owed on business transactions between the parties, the defendant did not object to the statement of account presented, a copy of which is attached.
- Other claim** - Please specify: \_\_\_\_\_

Explain below the details (what happened, dates, times, place, etc.) of your claim. This section must be completed. Attach additional pages if needed.

SEE ATTACHED

Attached is a copy of any written document(s) that is that basis of this claim.

**WHEREFORE**, the Plaintiff(s) demand judgment in the principal sum of \$  
Plus costs, if known, (summons, service) in the amount of \$  
Plus interest in the amount of \$  
TOTAL \$

6,500.00
360.00
6,860.00

Plaintiff Address:

202 N K Street Apt. 7  
LAKE WORTH BEACH, FL 33460

Susan Andreasen  
Signature of Plaintiff(s)

Susan Andreasen  
Print name of Plaintiff(s)

Telephone No. 561-234-0117

Email Addresses: Susan@susanandreasen.com

Title (if applicable)

**Other Claim:**

**Invoice # 17782**

Let us start on (**September 11, 2023**), when the first estimator **Rober A.** was scheduled at 11 am appointment to come to my house **40 Norwich B, West Palm Beach, FL 33417**, before I moved to discuss the **special antiques** but never came. I called him that day(**September 11, 2023**), and he said he was in Port Saint Lucie and said he would come the next week on (**September 18,2023**), at 11 am he never came.

**August 22, 2023.** I contacted **Good Greek Moving & Storage** to change moving date from **August 31, 2023, to September 26 or 27, 2023.**

Also called and told **Mr. Williams VP at Good Greek Moving & Storage**, I need an agent to come over and give me a correct estimate of the total cost of the move, the first appointment was scheduled on 9/11/2023 never showed, but rescheduled for 9/18/2023 never showed. This is after I had deposited **\$1,400.00**, plus extra **superhero protection on damages of \$495.00**. No one ever came till the day of the move with paperwork for me to sign in the middle of the move. Also, they increased the cost to **\$1,324.33** extra for the total to be (**\$2,724.33**) and stopped the move with furniture still on the truck till I paid the increased payment. I am elderly and disabled.

Attached is my cancellation date and new move date with payment confirmation for additional monies on the day of (**September 26, 2023**), the move with a visa card. Also attached are the photos of the damaged furniture's with the estimate from the repair person **David Aldenton**, an antique specialist which will cost **\$1,500.00** to repair but the value of the antiques has diminished greatly which I have put in to the cost but have attached the values of the original estimate to **Good Greek Movers & Storage** which was **\$13,500.00**. I was only asking for the repair cost (**\$1,500.00**), but now I have to go to court I am asking for the cost of the actual value of the antique furniture's are about **\$13,500.00**, but only asking **\$6,500.00**. Now the value of antiques is considerably drop when you repair antiques.

**Susan Andreasen**

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**To:** William at Good Greek Moving & Storage  
**Subject:** Andreasen on moving dates to change ID SA01

August 22, 2023

Re: ID# SA01 or #17782

Dear William,

Just to touch base with you that I must change my moving date from August 31, 2023, to September 26 or 27, 2023.

Also need to have an agent come over and give me a correct estimate of the total cost after the deposit of \$1,400.00 that you have already and subtract to tell me the final bill will cost. Thank you for your time on this matter.

Have a great day.

Best, Susan

Susan Andreasen,  
40 Norwich B  
West Palm Beach, Florida 33417  
561.234.0117  
[susan@susanandreasen.com](mailto:susan@susanandreasen.com)  
[www.susanandreasen.com](http://www.susanandreasen.com)  
[susan@andreasenassociates.com](mailto:susan@andreasenassociates.com)

NOT A CERTIFIED COPY

Never Shared

Susan Andreasen

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**From:** Good Greek Moving & Storage <move@goodgreek.com>  
**Sent:** Wednesday, August 23, 2023 9:06 AM  
**To:** Susan Andreasen  
**Subject:** On-Site Estimate Scheduled for 9/11/2023



## On-Site Estimate Scheduled

SUSAN,

Your On-Site Estimate has been scheduled for 9/11/2023 at 11:00 AM.

If you need to reschedule or have any other questions please contact us at (561) 683-1313 or send an email to [move@goodgreek.com](mailto:move@goodgreek.com).

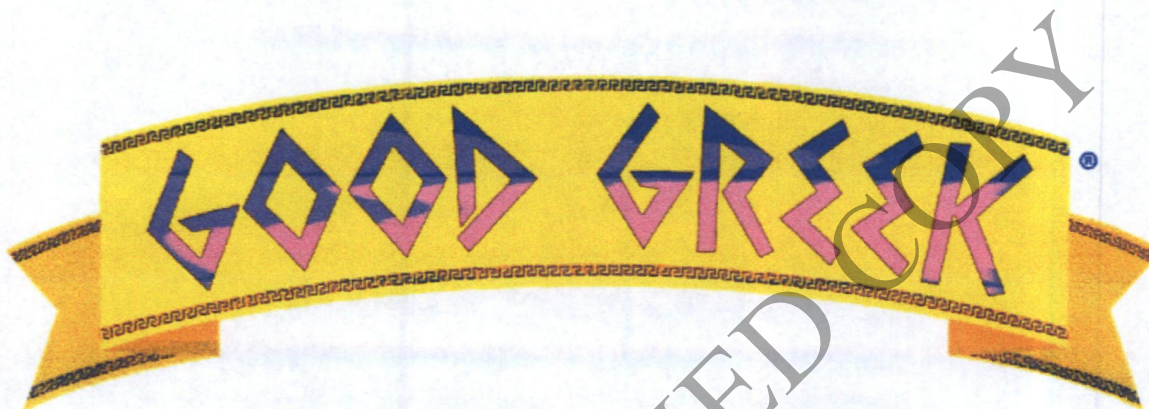
[Add to Google Calendar](#)

[Add to Outlook](#)

Susan Andreasen

Never  
Shower

**From:** Good Greek Moving & Storage <move@goodgreek.com>  
**Sent:** Friday, September 8, 2023 12:02 PM  
**To:** Susan Andreasen  
**Subject:** On-Site Estimate on 9/11/2023 Cancelled



## On-Site Estimate Cancelled

SUSAN,

Your On-Site Estimate that was scheduled for 9/11/2023 at 11:00 AM has been cancelled.

If you need to reschedule or have any other questions please contact us at (561) 683-1313 or send an email to [move@goodgreek.com](mailto:move@goodgreek.com).

Good Greek Moving & Storage  
1333 N Jog Road Suite 103  
West Palm Beach, FL 33413  
Office: (561) 683-1313  
Fax: (561) 318-7799  
<https://goodgreek.com>

**Good Greek Moving & Storage**  
1333 N Jog Road Suite 103  
West Palm Beach, FL 33413  
Office: (561) 683-1313  
Fax: (561) 318-7799  
<https://goodgreek.com>

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Never Showed

**Susan Andreasen**

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**From:** Good Greek Moving & Storage <move@goodgreek.com>  
**Sent:** Friday, September 8, 2023 11:57 AM  
**To:** Susan Andreasen  
**Subject:** On-Site Estimate Scheduled for 9/18/2023



## On-Site Estimate Scheduled

SUSAN,

Your On-Site Estimate has been scheduled for 9/18/2023 at 11:30 AM.

If you need to reschedule or have any other questions please contact us at (561) 683-1313 or send an email to [move@goodgreek.com](mailto:move@goodgreek.com).

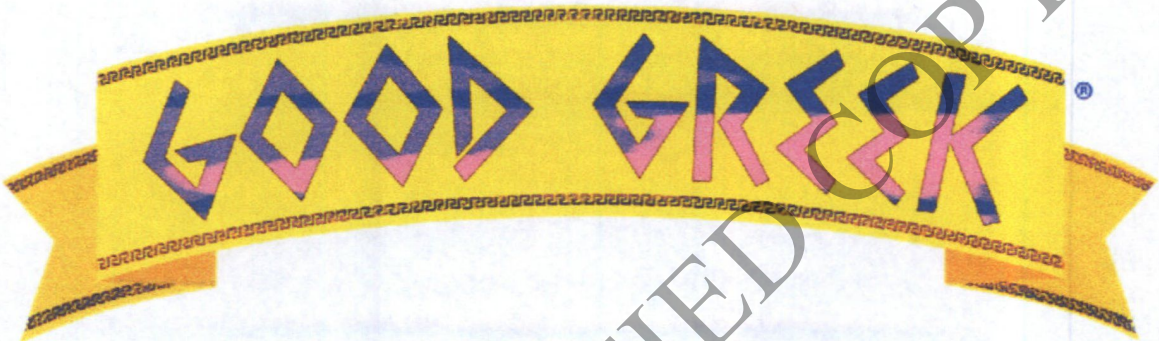
[Add to Google Calendar](#)

[Add to Outlook](#)

**Susan Andreasen**

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**From:** Lauren Regen <lregen@goodgreek.com>  
**Sent:** Wednesday, August 23, 2023 9:03 AM  
**To:** Susan Andreasen  
**Subject:** Your move has been scheduled



## Move Scheduled

SUSAN,

Your move has been scheduled for the date / time listed below.

If you need to reschedule or have any other questions please contact us at (561) 683-1313 or send an email to [move@goodgreek.com](mailto:move@goodgreek.com)

Customer                      SUSAN ANDREASEN

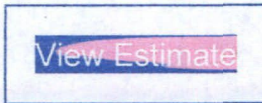
Move Date                      9/26/2023



Service Type Moving

Origin 40 NORWICH B, West Palm Beach, Florida  
33413

Destination West Palm Beach, Florida



**Good Greek Moving & Storage**

1333 N Jog Road Suite 103

West Palm Beach, FL 33413

Office: (561) 683-1313

Fax: (561) 318-7799

<https://goodgreek.com>

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**Susan Andreasen**

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**From:** Good Greek Moving & Storage <move@goodgreek.com>  
**Sent:** Monday, September 4, 2023 2:51 PM  
**To:** Susan Andreasen  
**Subject:** Payment Confirmation



## Payment Confirmation

SUSAN,

A Check payment in the amount of \$1,400.00 was applied to the job below on 9/4/2023.

Customer SUSAN ANDREASEN

Job Number 17782-1

Move Date 9/26/2023

Service Type

Moving

**Good Greek Moving & Storage**

1333 N Jog Road Suite 103

West Palm Beach, FL 33413

Office: (561) 683-1313

Fax: (561) 318-7799

<https://goodgreek.com>

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# || GOOD GREEK MOVING AND STORAGE

## INVOICE SA01

Bill To		Ship To	
<b>Customer</b>	Good Greek Moving & Storage	<b>Recipient</b>	Susan Andreasen 40 Norwich B West Palm Beach, FL 33413
<b>Customer ID#</b>	SA01	<b>Address</b>	
<b>Property Address:</b>	1333 N Jog Road West Palm Beach, FL	<b>Phone</b>	561-234-0117
<b>Salesperson</b>	WILLIAM		

Qty.	Item#	Description	Unit Price	Discount	Line Total
		<p>3 Man crew @ \$179/hr</p> <p>! hour of travel time which allows our crew 30 minutes to arrive at the origin and 30 minutes to return to the office \$179/hr</p> <p>20% surcharge on the total of the move which is for the operational charges, licensing fees and fuel for the truck</p> <p>Destination unknown at this juncture</p> <p>Florida mandated insurance is free of charge at .60 cents per pound per article. Or you can get the Superhero Protection plan for \$495.00 with \$10,000.00 in coverage with a \$1,000 deductible.</p> <p>Move date is between 08/31/23 and 09/30/23</p> <p>Deposit of \$1,400.00 towards the moving cost. Difference paid at time of move by Susan.</p>			

### GOOD Greek Moving and Storage

1333 N Jog Rd, #103  
 West palm Beach, FL 33413  
 p. 561-683-1313 | f.561-318-7799 | william@goodgreek.com

**Susan Andreasen**

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**From:** Good Greek Moving & Storage <move@goodgreek.com>  
**Sent:** Tuesday, September 26, 2023 12:44 PM  
**To:** Susan Andreasen  
**Subject:** Payment Confirmation

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

*Def of move  
in middle*



**Payment Confirmation**

SUSAN,

A Credit Card payment in the amount of \$324.33 was applied to the job below on 9/26/2023.

Customer                    **SUSAN ANDREASEN**

Job Number                **17782-1**

Move Date                 **9/26/2023**

Service Type              **Moving**

**NOT A CERTIFIED COPY**

**Good Greek Moving & Storage**  
1333 N Jog Road Suite 103  
West Palm Beach, FL 33413  
Office: (561) 683-1313  
Fax: (561) 318-7799  
<https://goodgreek.com>



Good Greek Moving & Storage - (561) 683-1313  
 1333 North Jog Road Suite 103 West Palm Beach, FL 33413

**BILLED TO:**  
 SUSAN ANDREASEN

**INVOICE DATE:** 9/26/2023  
**INVOICE AMOUNT:** \$2,724.33  
 PAID

Name	Rate	Subtotal	Discount	Total Cost
<b>Job 17782-1 - Moving 9/26/2023</b>				
Moving Labor	7h 15m @ \$179.00/hr (1 truck, 3 crew)	\$1,297.75	--	\$1,297.75
Local Trip - 1 hour travel		\$179.00	--	\$179.00
<b>Materials</b>				
Lg Picture/Mirror Carton	2 X \$24.00	\$48.00		\$48.00
Mattress Bag	1 X \$18.00	\$18.00		\$18.00
Shrinkwrap (item)	1 X \$125.00	\$125.00		\$125.00
Tape (Roll)	5 X \$6.00	\$30.00		\$30.00
Wardrobe Box	4 X --	--		--
Superhero Protection		\$495.00	--	\$495.00
Overtime Rate for 3 Movers	0.25 Hours @ \$268.50 Cost per overtime hour	\$67.13	--	\$67.13
Operational Surcharge	1 @ \$2,259.88	\$2,259.88	(\$1,807.90)	\$451.98
			<b>Subtotal</b>	<b>\$2,711.86</b>
			CC Fees	\$12.47
			Payments	(\$2,724.33)
			<b>Grand Total</b>	<b>\$2,724.33</b>
			<b>Balance</b>	<b>\$0.00</b>

Payment methods accepted: Cash, Debit, Credit.

**Payments**

\$1,400.00 was paid on 9/4/2023 by check 0072914848.  
 \$1,000.00 was paid on 9/26/2023 by zelle.  
 \$324.33 was paid on 9/26/2023 by credit card ending in 9581.

*then  
 Stopped moving till  
 I paid in middle of move.  
 The added expenses over quote,  
 S Andraesen 9/26/2023*



**Shipper**  
SUSAN ANDREASEN  
561-234-0117

**Origin**  
40 NORWICH B  
Unit #bld B  
West Palm Beach, Florida 33413

**Stops**  
None planned

**Destination**  
202 North K Street  
Unit #7  
Lake Worth Beach, Florida 33460

## Credit Card Payment Authorization Form

By signing this form, you give Good Greek Moving & Storage permission to debit your account for the amount indicated on, before/after the stated contract date for all services requested by SUSAN ANDREASEN and for addendums to the estimate of moving services, bill of lading, and/or storage contracts.

**Please complete the information below:**

I authorize Good Greek Moving & Storage to charge my credit card account indicated below. This payment is for services as described in the accompanying move estimate/bill of lading #17782. I understand that a 4% convenience fee will be assessed.

### Card Information

Cardholder Name: Susan Andreasen

Card Type:  Visa  Mastercard  Amex  Discover

Last 4 Digits: 1234

Expiration Date: 0927

### Billing Information

Billing Address: 40 Norwich B

City, State, Zip: West Palm Beach, FL 33417

According to the terms outlined above, Good Greek Moving & Storage to charge the credit card indicated in this authorization form.

09/26/2023 12:42 PM

Customer Signature - I agree to the terms as outlined within this document.

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### Hourly Estimate for Local Moving Services


Date: 8/31/2023  
 Type: Hourly  
 Number: 17782

**Shipper**  
 SUSAN ANDREASEN  
 561-234-0117

**Origin**  
 40 NORWICH B  
 West Palm Beach, Florida 33413

**Stops**  
 None planned

**Destination**  
 West Palm Beach, Florida

<b>Move Size</b> 2 Bedroom Apartment	<b>Crew Hourly Rate</b> \$179.00 3 Hour Minimum + 1 Hour of Travel. Time exceeding 8 Hours total will be billed at Time and a Half.	<b>Materials</b> Materials will be charged based on your use.	<b>Surcharge</b> 20% of Sub-Total	<b>Fees</b> If paying by Credit or Debit Card, a 4% processing fee will be added.	<b>Initials</b>  08/09/23 10:52A Shipper Initials
---	--	--	--------------------------------------	--	---

• LOCAL MOVES: A one hour travel fee applies, which is billed at the negotiated rate outlined in your booking details. The travel fee is included in the minimum hourly charge of four hours of service. The travel fee allows our professional team thirty minutes time to get to the origin address before the move service begins and thirty minutes to return to our office/warehouse upon completion of the move service at the final destination.

**Notes**

3 Man crew @ \$179/hr  
 1 hour of travel time which allows our crew 30 minutes to arrive at the origin and 30 minutes to return to the office \$179/hr  
 20% surcharge on the total of the move which is for the operational charges, licensing fees and fuel for the truck  
 Destination unknown at this juncture  
 Florida mandated insurance is free of charge at .60 cents per pound per article. Or you can get the Superhero Protection plan for \$495.00 with \$10,000.00 in coverage with a \$1,000 deductible.  
 Move date is between 08/31/23 and 09/30/23  
 Deposit of \$1,400.00 towards the moving cost. Difference paid at time of move by Susan.

**Materials**

Description	Materials		Packing		Unpacking		Total
	Qty	Rate	Qty	Rate	Qty	Rate	
Small Box: 1.5 Cuft		\$7.00		\$7.00		\$7.00	
Medium Box: 3.0 Cuft		\$8.00		\$8.00		\$8.00	
Large Box: 4.5 Cuft		\$9.00		\$9.00		\$9.00	
Small Picture/Mirror Carton		\$24.00		\$24.00		\$24.00	
Lg Picture/Mirror Carton		\$24.00		\$24.00		\$24.00	
Dish Box: 18" x 18" x 28"		\$24.00		\$24.00		\$24.00	
TV Box (rental)		\$0.00		\$0.00		\$0.00	
TV box (purchase)		\$100.00		\$100.00		\$100.00	
Wardrobe Box: 20" x 20" x 34"		\$24.00		\$24.00		\$24.00	
Mattress Bag		\$18.00		\$18.00		\$18.00	
Blankets: 68" x 85"		\$50.00		\$0.00		\$0.00	
Shrinkwrap (Item)		\$125.00		\$5.00		\$2.50	
Tape (Roll)		\$6.00		\$0.00		\$0.00	
Paper pads (1 unit)		\$10.00		\$10.00		\$10.00	
Corrugated Paper (roll)		\$350.00		\$0.00		\$0.00	
Newsprint (25lbs)		\$36.00		\$0.00		\$0.00	
Ex Large Box		\$0.00		\$0.00		\$0.00	

**Additional Services**

Name	Rate	Subtotal

**Estimated Storage Charges**

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

**Released 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

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.



Engagement terms and conditions based upon contracted services are outlined below. Review carefully to ensure that you are informed of applicable terms and conditions related to the specific services and products you purchased. The below terms are subject to change. Please feel free to contact your sales professional or our customer service team anytime at 561-683-1313 or [customerservice@goodgreek.com](mailto:customerservice@goodgreek.com). We are at your service 365 days a year, 24 hours a day.

- **LOCAL MOVES:** A one hour travel fee applies, which is billed at the negotiated rate outlined in your booking details. The travel fee is included in the minimum hourly charge of four hours of service. The travel fee allows our professional team thirty minutes time to get to the origin address before the move service begins and thirty minutes to return to our office/warehouse upon completion of the move service at the final destination.
- A twenty percent surcharge will be added to your total bill for relevant operational expenses. Should the move service exceed the minimum, you will be billed at the contracted hourly rate set forth herein in 15-minute increments until the job is complete. The labor clock begins when the crew arrives at your origin address and will end when services conclude at your final destination. The drive time between origin and final destination is also charged as labor time. Service hours exceeding eight hours in a single day are billed at a rate of time and a half of the hourly rate set forth in your booking/estimate details, which includes travel time. Packing material is billed as ordered, and you will only be billed for the materials actually used. Deposits will be deducted from your final balance and full payment will be due prior to delivery completion.
- **\*LONG DISTANCE/INTERSTATE MOVES:** Three levels of domestic professional services are offered; Platinum, Gold and Silver, which offer flexible and discretionary delivery options based upon the Customers individual needs and desires. (Alaska, Hawaii and International deliveries excluded) (1) Platinum 1-3 days from pickup, Gold 2-15 days from the pickup date and (3) Silver offers delivery within 2-45 days from the pickup date. Good Greek will not be liable for delays due to circumstances outside of its control, including but not limited to Acts of God, terrorism etc.
- A number of variables are taken into account when pricing a long distance/interstate move, including but not limited to, inventory and distance of the haul. Flat rates are all inclusive, and represent a nonnegotiable rate for the products and services rendered, which is due and payable in full prior to the commencement of the move/service. Price reductions are not permissible. Customer changes made in products and services made subsequent to the initial booking, including but not limited to changes related to distance and inventory will result in additional charges. Known changes that may impact the move/service must be disclosed to Good Greek immediately and prior to the service commencement date.
- **INTRASTATE MOVES:** Labor time, plus round-trip travel is billed at the same hourly move rate, which will be calculated by the time involved in the round trip travel time from the time our crew leaves the origin address to the destination back to the origin (calculated at an average speed of 50mph). This includes the truck, the crew, and the use of our moving blankets during the relocation. Overtime charges may apply at the negotiated hourly rate time and half.
- **FORMS OF PAYMENT:** Acceptable forms of payment include, cash, bank wire, Visa, MasterCard, Discover, American Express credit cards/debit cards, and Zelle. Zelle may be used for final payment only. If using Zelle, please use: WPB Zelle: [paywpb@goodgreek.com](mailto:paywpb@goodgreek.com) or, Tampa Zelle: [paytampa@goodgreek.com](mailto:paytampa@goodgreek.com). A 4% surcharge applies for all credit and debit card usage.

**Coverage outlined herein does not apply to auto transport.**

- **PROTECTION AND COVERAGE:** Included in moving service pricing is standard statutory mover's liability coverage of 0.60 cents per pound, per article. Internal moves are 0.06 cents per pound, per article.
- An additional coverage option, Superhero Protection Plan, is available for purchase in the sum of \$495.00 and requires a deductible of \$1000.00. If we are retained to provide storage services into a Good Greek Storage Facility following the completion of moving services is complete, and the Superhero Protection was purchased, service conclude at the move into storage service point. Should a customer elect to have Superhero Protection of the second leg a move out of a Good Greek storage facility, another charge of \$495.00 applies.
- Should we move you into a public, private storage or otherwise outside of a Good Greek storage facility, Good Greek's liability concludes upon delivery.
- You may also obtain additional protection/insurance coverage if elected at your expense through [www.movinginsurance.com](http://www.movinginsurance.com) or a provider of your choice.
- **CANCELLATION POLICY:** Deposits are fully refundable up to 48 hours of your scheduled move/service date. Deposits are not refundable within 48 hours of the move/service date.
- **PROMOTIONAL SPECIALS:** Promotional offers cannot be combined. Additionally, if a move/service extends beyond the service included in a promotion package offering, hourly local rates at the prevailing hour rate and the 20% surcharge applies. See other applicable details outlined herein.
- **AUTO TRANSPORT:** Delivery time varies based on a number of variables including location and distance. Average delivery time is 2-14 days from pick up. Customers, at their expense, must obtain and maintain all applicable, necessary and desired automobile insurance during the transport process. Good Greek, and its affiliates cannot be held liable for damages as result of customers failure to do so. Automobiles must be empty and free of any hazardous products.
- **STORAGE/OVERNIGHT HOLD:** If you need to store your items overnight, service is available at a cost starting at \$795 per night, and the minimum labor and travel fee will also apply the following day. In the event you need storage, we offer 7'x7'x5' secured storage vaults starting at \$150 each per month. The storage facility is non-accessible to the public, however, if you need to access your storage vault(s), there is a \$100 access fee per vault. This fee is assessed to cover labor for our crew members arranging access to your vault(s). Good Greek will not transport or be responsible for bank bills, coin or currency, deeds, notes, drafts or valuable papers of any kind, jewelry, postage, revenue stamps, stamp collections, precious stones or articles of particularly inherent or extraordinary value, precious metals or articles manufactured therefrom, medications of any kind, firearms, ammunition, anything flammable or combustible.
- **MISCELLANEOUS:** Our crew can assist with light disassembly and reassembly of your furniture, as well as blanket wrapping of your items to keep them safe during transport. All TVs must be secured in a box otherwise we are not able to move them without a signed waiver. Our crew can provide a temporary TV Box free of charge or you can purchase the box for a fee.
- **PACKING MATERIALS:** Professional grade packing materials are offered for a nominal charge. Packing material may be customized at the customer's request.

NOT A CERTIFIED COPY

**Susan Andreasen**

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**From:** Sherly Gomez <sgomez@goodgreek.com>  
**Sent:** Wednesday, October 25, 2023 10:48 AM  
**To:** Susan Andreasen  
**Subject:** RE: Andreasen damaged property 9 26 23 second set of photos

Good morning Mrs. Andreasen ,

First, we would like to thank you for choosing Good Greek for your relocation needs.

We are writing you to confirm receipt of your Good Greek Claim Form. Our claims department strives to address matters of this nature as quickly and efficiently as possible.

The claims process generally takes approximately 15 business days after we have received your completed claim form. If you have any questions throughout this process, please feel free to reach out to us anytime.

The contact information for our claims department is as follows:

Phone: 561-683-1313 Ext 104

Email: [Claims@GoodGreek.com](mailto:Claims@GoodGreek.com)

Once again, thank you for your business, and we look forward to resolving this matter to your satisfaction. Please feel free to reach out to us with any questions or concerns. Have an amazing day!

Best wishes,

**Sherly Gomez**  
Director Of Claims

**Good Greek Moving & Storage**  
1333 N. Jog Road Suite 103  
West Palm Beach, FL 33413  
Office: (561) 683-1313  
Fax: (561) 318-7799  
Website: <https://goodgreek.com>

**Click below to review Good Greek!**





OFFICIAL PARTNERS



**From:** Susan Andreasen <susan@andreasenassociates.com>  
**Sent:** Wednesday, October 25, 2023 8:44 AM  
**To:** Claims <claims@goodgreek.com>  
**Subject:** Andreasen damaged property 9 26 23 second set of photos

Some people who received this message don't often get email from [susan@andreasenassociates.com](mailto:susan@andreasenassociates.com). [Learn why this is important](#)

[EXTERNAL EMAIL WARNING - the sender is outside of the Good Greek organization]

Re: Your form #17782, second photos

Dear Claims Department,

I have attached the photos of the damaged property from my move on 9/26/23. These items are antiques and are priceless.

Attached is

- 1) sideboard with leaves damaged as well. (\$7,000.00)
- 2) magazine holders handle broken. (\$1,500.00)
- 3) antique sewing stand from the 1700 stand broken priceless was rammed into a box upside down.(\$5,000.00)

To repair it will cost \$6,500.00 as a rough estimate could be more on the antiques.

Thank you for your time on this matter. Please advise me on your next steps so I can get these items fixed.

Best, Susan

**Andreasen Associates Inc.**

Susan Andreasen, CEO/President

202 N K ST., Apt. 7

Lake Worth Beach, FL. 33460-3398

561-234-0117

[susan@andreasenassociates.com](mailto:susan@andreasenassociates.com)

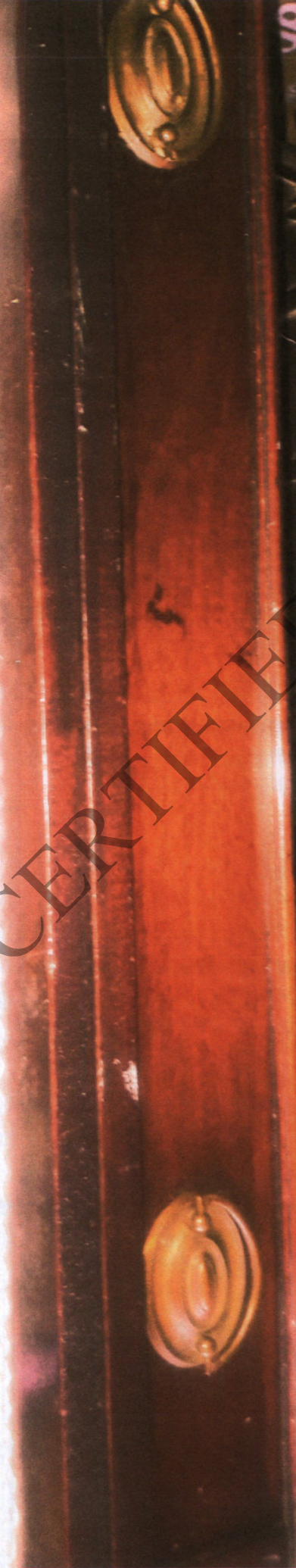
[susan@susanandreaen.com](mailto:susan@susanandreaen.com)

[www.susanandreasen.com](http://www.susanandreasen.com)

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**Susan Andreasen**

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**From:** Susan Andreasen  
**Sent:** Tuesday, October 24, 2023 4:30 PM  
**To:** Claims@GoodGreek.com  
**Subject:** Andreasen damaged property 9 26 23  
**Attachments:** Damaged Move 9 26 23.pdf, Untitled

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Re: Photos of Damaged Property and your form #17782

Dear Claims Department,

I have attached the photos of the damaged property from my move on 9/26/23. These items are antiques and are priceless.

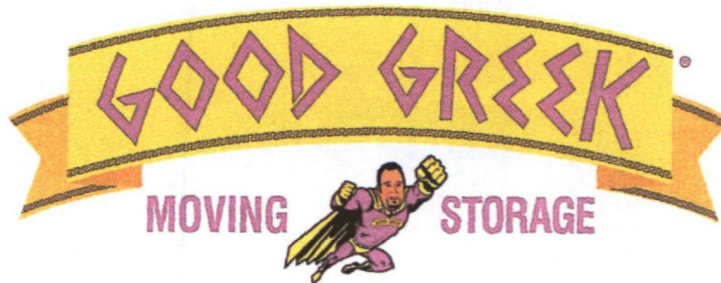
Attached is

- 1) sideboard with leaves damaged as well. (\$7,000.00)
- 2) magazine holders handle broken. (\$1,500.00)
- 3) antique sewing stand from the 1700 stand broken priceless was rammed into a box upside down.(\$5,000.00)

To repair it will cost \$6,500.00 as a rough estimate could be more on the antiques.  
Thank you for your time on this matter. Please advise me on your next steps so I can get these items fixed.

Best, Susan

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[susan@susanandreaen.com](mailto:susan@susanandreaen.com)  
[www.susanandreasen.com](http://www.susanandreasen.com)



1333 North Jog Road  
Suite 103  
West Palm Beach, FL 33413  
Fla. IM. No. 2384, PBC MV# 1097, USDOT# 2562486  
(561) 683-1313

### **Claim Form for Lost or Damaged Goods** **Instructions**

- 1) Claims must be filed in writing with Good Greek Moving & Storage within **60 days** of the completion of your **intrastate** move.
- 2) Claims must be filed in writing with Good Greek Moving & Storage within **9 months** of the completion of your **interstate** move.
- 3) Claims should be submitted via email to **Claims@GoodGreek.com**; also accepted in writing via US Mail or similar service.
- 4) Do not discard items you are claiming until a representative from Good Greek Moving & Storage has either inspected the item, or indicated that no inspection of the item is needed.
- 5) Do not have items you are claiming repaired prior to Good Greek Moving & Storage indicating that such repairs may take place. You are welcome to provide repair/replacement estimates with your claim form, but please keep in mind, any sort of reimbursement/restitution made on behalf of Good Greek Moving & Storage is subject to the level of valuation you selected for your move.
- 6) Please be advised that coverage does not include any or all damage to driveways, sidewalks, lawns, floors, walls, ceilings, doors, windows, carpet rails, stairs, roofs, gutters, etc.
- 7) Always provide manufacturer, make, model number, serial number, etc. on all items when such information can be located.
- 8) Please make certain that all items you wish to claim are included on your claim form, and that the form you send us constitutes your complete and entire claim. No amendments may be made once the form is submitted.
- 9) If you are claiming any damaged items which were packed, please indicate whether or not the carton was damaged. Please also save the packing material and carton for our inspection, unless notified that such an inspection will not be necessary.
- 10) If possible, please send us pictures of the damages with your claim form, both up close, and from a distance so that we can properly analyze your claim form.
- 11) If you don't have all of the information we request, that should not stop you from sending in your claim form, but please make sure you submit as much information as you can. Help us help you.

## Susan Andreasen

---

**To:** sgomez@goodgreek.com  
**Cc:** Claims@GoodGreek.com  
**Subject:** Andreasen, Susan #17782  
**Attachments:** David Aldon, Appraiser.pdf

January 3, 2024

Sherly Gomez, Director of Claims,  
1333 N. Jog Rd.,  
WPB, FL 33413  
561-683-1313  
[Claims@GoodGreek.com](mailto:Claims@GoodGreek.com)

Re: Andreasen, Susan #17782. Attached document of estimate damages items.

Dear Sherly Gomez, Director of Claims,

First, your estimator (Robert A. on Sept. 11, 2023, at 11 am), was scheduled to come to my house (40 Norwich B, West Palm Beach, FL 33417), before I moved to discuss the special antiques never came. I called him that day and he said he was in Port Saint Lucie and said he would come the next week on (September 18, 2023, at 11 am), he never did.

This is your company's responsibility I am the customer. Also, I add the extra insurance to cover the move. When I received your offer of \$500.00 which is not acceptable because it will take \$1,500.00 to repair all the damaged antiques see attached estimate from an appraiser attached. Send me a revised settlement of my claim.

Thank you for your time on this matter.

Best, Susan

Andreasen Associates Inc.  
Susan Andreasen  
202 N K Street, Apt. 7,  
Lake Worth Beach, FL 33450-3398  
Office: 561.234.0117  
[susan@susanandreasen.com](mailto:susan@susanandreasen.com)  
[www.susanandreasen.com](http://www.susanandreasen.com)  
[susan@andreasenassociates.com](mailto:susan@andreasenassociates.com)



**Good Greek Moving & Storage**  
 1333 North Jog Road  
 Suite 103  
 West Palm Beach, FL 33413  
 Fla. IM. No. 2384, PBC MV# 1097, USDOT# 2562486  
 (561) 683-1313

#17782

What kind of coverage did you elect?	Sixty cents per pound, per article
\$ 495.00	_____
From what company? Superhero Protection	I purchased additional coverage <input checked="" type="checkbox"/>
	12,096.00

**Claim Form for Lost or Damaged Goods**

Today's Date: 10/16/23	Your Name: Susan Andreason
Date of Pickup: 9/26/23	Pickup Address: 40 Norwich B WPB, FL 33417
Date of Delivery: 9/26/23	Delivery Address: 202 N K St Apt 7 WAKE WORTH, FL 33460
Phone Number: 961-234-0117	Air Number: N/A

INVENTORY ITEM NO.	ARTICLE	DESCRIBE NATURE OF LOSS OR DAMAGE	ESTIMATED WEIGHT	PRESENT VALUE	DATE ACQUIRED	ORIGINAL COST	AMOUNT CLAIMED	CARTON DAMAGE Y N
1.	Antique Sewing Machine	Damaged leg	17 lbs	500	9/26/23	500	500	Y
2.	Magnifying Glass	Broken	2	500	8/26/23	500	500	Y
3.	Sidapanel scratched	extension damaged to table		1500	9/26/23	1500	1500	Y
4.								
5.								
6.								
7.								
8.								
9.								

TOTAL AMOUNT CLAIMED \$ 6,500. - Antiques price less 1700 old

The undersigned does hereby swear or affirm that all entries made in this Statement of Claim and contained in the attached supporting documentation are true and correct to the best of my knowledge and belief, and constitute my complete and entire claim growing out of or in any way connected with the transportation or storage of my possessions. The undersigned does further swear or affirm that there have been no material facts relative to this claim that have either been withheld or misrepresented. The undersigned does hereby agree that if it is determined by Good Greek Moving & Storage that any of the above information or supporting documentation is false, or that material facts have been withheld, then this shall justify the denial of my claim by Good Greek Moving & Storage. By making this claim, I am prepared to justify the value I have placed on the lost or damaged articles above.

Signature of Claimant *Susan Andreason* 10/15/23 (Date)

This form must be signed by the claimant who is the owner of all items claimed to be lost or damaged.

**Susan Andreasen**

---

**From:** David Aldenton <davidaldenton1@icloud.com>  
**Sent:** Wednesday, January 3, 2024 5:50 PM  
**To:** Susan Andreasen  
**Subject:** Quotation

David Aldenton  
7314Michigan Isle Rd,  
Lake Worth. Fl 33467  
Jan 4-2024  
To Susan Andreasen  
202 N K st. apt 7  
Lake worth Fl 33460

Quotation to repair and restore  
furniture damaged during move,

Magazine Rack \$500..00

Sewing box on stand \$400..00

Flip top table with 2 leaves

\$600..00

Total

\$ 1500..00

David Aldenton

Sent from my iPhone

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## Susan Andreasen

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**To:** sgomez@goodgreek.com  
**Subject:** Andreasen on settlement #17782

January 24, 2024

Good Greek Moving & Storage  
Sherly Gomez, Director of Claims,  
1333 N. Jog Road Suite 103,  
West Palm Beach, FL 33413  
(561) 683-1313  
<https://goodgreek.com>

Re: #17782

Dear Sherly Gomez,

This in response to our conversation today (January 24, 2024), about not readjusting my claim #17782, that your company damaged antiques worth many of thousands of dollars. These our family heirlooms, and you just think after I have given your company extra insurance (\$495.00), for the move. The day of the move I had to sign contracts. When my repair cost is only (\$1,500.00), you keep saying that you are going to deduct \$1,000.00 off the top because of the agreement.

Well, the properties in question that your movers damaged our antiques worth many thousands of dollars. Now worth much less because of your company's incompetence. So, I will be putting in the value of the antiques before damages for the courts. Because you personal never came to the apartment prior to the move with two appointments that I rescheduled twice, and they never showed up for. So, your deductible is useless. When you were not really representing me just taking my money even after I had put up (\$1,400.00) before I move and in the middle of the move you stopped moving till I paid the remainder(\$1,324.33), to your office before they unloaded the truck. Really, never been tread this shabbily on a move. Total cost was \$2,724.33.

So will just have to let the courts make the discussion on the abuse of an elderly person that is disabled as well. See you in court!!!!

Best, Susan Andreasen

**Andreasen Associates Inc.**  
Susan Andreasen CEO/Artist  
202 N K ST., Apt. 7,  
Lake Worth Beach, FL 33460-3398  
561-234-0117

[susan@susanandreasen.com](mailto:susan@susanandreasen.com)  
[susan@andreasenassociates.com](mailto:susan@andreasenassociates.com)  
[www.susanandreasen.com](http://www.susanandreasen.com)



LUCERNE AVENUE  
 720 LUCERNE AVE  
 LAKE WORTH BEACH, FL 33460-9998  
 (800)275-8777

01/24/2024 02:17 PM

Product	Qty	Unit Price	Price
First-Class Mail® Letter	1		\$0.68
West Palm Beach, FL 33413			
Weight: 0 lb 0.60 oz			
Estimated Delivery Date			
Fri 01/26/2024			
Certified Mail®			\$4.40
Tracking #:			
9589 0710 5270 0461 5451 30			
Return Receipt			\$3.65
Tracking #:			
9590 9402 8077 2349 7948 99			
Affixed Postage			-\$0.68
Affixed Amount: \$0.68			
<b>Total</b>			<b>\$8.05</b>
-----			
<b>Grand Total:</b>			<b>\$8.05</b>
-----			
Cash			\$10.05
Change			-\$2.00

Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also visit [www.usps.com](http://www.usps.com) USPS Tracking or call 1-800-222-1811.

Preview your Mail  
 Track your Packages  
 Sign up for FREE @  
<https://informedelivery.usps.com>

All sales final on stamps and postage.  
 Refunds for guaranteed services only.  
 Thank you for your business.

Tell us about your experience.  
 Go to: <https://postalexperience.com/Pos>  
 or scan this code with your mobile device.



or call 1-800-410-7420.

UFN: 115027-0432  
 Receipt #: 840-53270119-3-6673419-2  
 Clerk: 06

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For delivery information, visit our website at [www.usps.com](http://www.usps.com)

**West Palm Beach, FL 33413**

Certified Mail Fee	\$4.40
Postage	\$0.68
<b>Total Postage and Fees</b>	<b>\$5.08</b>

Extra Services & Fees (check box, add fee as appropriate)	
<input type="checkbox"/> Return Receipt (hardcopy)	\$0.00
<input type="checkbox"/> Return Receipt (electronic)	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00
<input type="checkbox"/> Adult Signature Required	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00

Postmark Here: **JAN 24 2024**

Sent To: **Good Greek Mod**  
 Street and Apt. No., or PO Box No.: **1333 N. Jog Road Suite 103**  
 City, State, ZIP+4®: **West Palm Beach FL 33413**

PS Form 3800, January 2023 Est. Price \$0.00 (M) See Reverse for Instructions

9589 0710 5270 0461 5451 30

COPY