



## Michelle and Chris Knight

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### **Sky Van Lines**

#### **Rami Bello**

4500 Andrews St, Suite A  
North Las Vegas, NV 89081

Dear Rami:

We want to let you know that our move from Rockwall, TX to Bauxite, AR went well. The crew showed up on time and really did a great job wrapping up everything. They did not take but one break to eat lunch, which surprised me very much. My experience in the past with other moving companies was that I would have to follow and check up on the crew to make sure they were working; this was not the case with Sky Van Line crew. They were professional and extremely understanding. They went over and above to make sure everything got loaded and wrapped properly.

The rain gave us trouble and I thought that we might not be able to get finished but they were very smart with their timing. The Crew Leader, Michael, had the weather channel app on his phone and was watching the radar. As soon as he saw a break in the rain he would have all the crew stop what they were doing and load boxes and furniture that they had placed by the door onto the truck and before it started to rain again he would tell them to finish and come back inside. None of our things got wet at all. They definitely work well together.

They took great care to let me know about any marks or nicks on furniture prior to them wrapping it up; I already knew about the marks I and my 14 year old son had made but it let me know that they understand how important it is not to damage anything. By the way, **none of our things were damaged at all.**

When they arrived in Arkansas at our new home they unloaded and took time to make sure the right boxes were in the right rooms. They asked before placing furniture and were polite and patient with me. They also put together all furniture that had been taken apart. I am still unpacking boxes and the only thing I wish I would have done differently would be to have had your crew pack for me. I am so very exhausted and still have so much more to do! I would give this crew: **Michael, Angel, Nacho, and David 10 out of 10 stars**, they were fantastic. I am happy to recommend you to my friends and family if they have the need for a moving service.

Also, I would like to say that you, Matthew, were a pleasure to deal with and I was pleasantly surprised to receive your follow up calls. I have never received a follow up "Are you happy?" or "Did all go well?" call from any other moving company I have used in the past. I am a tuff customer and not the easiest person to deal with. I expect 100% honesty and I received that from the first phone call from you to the quote and the final bill that was exactly what I was quoted. No added fees or surprises with that. We were extremely pleased with the service and the fact that the quote did not change when we received the final bill.

Sincerely,

Michelle Knight