

When moving from London to Puerto Rico I called for quotes from about 5 different companies. It was quite a process. Although there was another more prestigious company with fantastic reviews, we chose Excess International because after an agent came to our house they said everything could be packed on the street and locked on a shipping container in front of us to ensure security. They were slightly more expensive, but it was this on-site lock service that cinched the deal for us. The other factor was the cost of insurance. With some of the better reviewed companies we were confused regarding the final price of insurance. Having been through a big move before, we knew that this could greatly effect the final cost.

We went with Excess even though, worryingly, during correspondence with them they had the move listed on the quote as Bolivia! We were assured this was a simple mistake and because they were so great at corresponding with us, we weren't too bothered. We were also under a time constraint and Michelle and John, the point-people at the office corresponded with us in an extremely timely fashion.

On the day of the move the container could not in fact be sealed in front of us. We were concerned because this had been a huge issue for us, so John, the manager who oversaw our move, made sure we were mailed photos of the sealed container when it went back to their facility. The movers were great, the representatives for the company were great.

All in all we paid about 5700 GBP around 1300GBP of which was for insurance. When our shipment arrived in Puerto Rico we faced a few hiccups - No one told us our stuff was here, they mistakenly said some of our stuff was missing, and we had to pay extra for moving into a flat with stairs. The movers, again, were great though.

Small, predictable headaches aside, the problems we have with this company all stem from the insurance claims process after we found some of our goods were broken. Some of our knick-knacks and glasses were broken, but we just decided to forget about claiming this stuff - it happens. What we did need to claim was our broken stereo and our broken dining room chairs, which are long cantina style benches. We moved in January and it is now October. The claims department is now playing a semantic game with us and telling us that because we claimed them as 'benches' in our inventory but listed them as 'chairs' in our insurance forms, that they won't be paying out our claim for them. They also say they're not responsible for our stereo!! Just because it won't turn on they say, it's not their fault. So why the heck did we buy insurance from them?! The stereo is making rattling noises and was obviously dropped and won't power on, but they can't be bothered to care. Only point at which they were really great at getting back to us was when they needed us to give them our money. Correspondence with the insurance agent was horrible. He was rude and at one point took a month to reply to me, despite sending follow-up emails.

I won't be recommending Excess International to ANY of our friends or colleagues. It's a real shame because all of the movers themselves were great.