

District Attorney Marc Bennett
18th Judicial District of Kansas



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For Immediate Release, November 13, 2020

WICHITA, KAN. – A moving company has entered into a settlement agreement with the Office of the District Attorney. The District Attorney's Consumer Protection Division investigated Mission Moving, LLC located in Lake Worth, FL after receiving a consumer complaint.

The District Attorney's Office alleged Mission Moving engaged in excessive overcharging of a consumer on a move from Kansas to California. As part of the settlement, Mission Moving did not admit to a violation of the Kansas Consumer Protection Act; however, the business agreed to pay \$6,833 in civil penalties, restitution, court costs and investigative fees. The settlement included an injunction from engaging in deceptive or unconscionable acts and cooperation with any future complaints.

The District Attorney alleged the consumer entered into a binding estimate with Mission Moving as a broker for her move; however, the company that Mission Moving arranged to move the consumer increased the estimate by several thousand dollars the day before the consumer was to board a plane for California. After the consumer complained, Mission Moving refused to help the consumer.

The District Attorney reminds residents, customers looking for moving services should research the mover prior to agreeing to hire them. Movers are required to give you an estimate in writing. However, movers can offer either binding or non-binding estimates. Nonbinding estimates may result in requiring you to pay a higher price than the estimate. Changes made after the binding estimate can also result in a higher price.

If you are looking to move from one state to another the Federal Motor Carrier Safety Administration offers resources to help protect consumers.

Visit <https://www.fmcsa.dot.gov/protect-your-move> for more details.

The settlement agreement was approved by Judge Faith Maughan and filed October 21, 2020. The case was investigated by Kristen Zluticky of the District Attorney's Office.

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