

HOME HIRING MOVERS CHECKLIST

- Read the Federal Motor Carrier Safety Administration web site; take the information you have obtain from the moving company and check its credentials
TIP: FMCSA web site lists movers, complaints, tips to protect yourself, your rights and other helpful information
- Check license and registration requirements; do they have the required licenses and registrations
TIP: Obtain the company's U.S. Department of Transportation and motor carrier license numbers
- Ask if the company is a member of the American Moving and Storage Association or other associations you can check with on-line or by phone
- Ask how long the company has been in business
- Contact the Better Business Bureau for local companies
- Obtain recommendation from friends, family or human resource departments of local companies who use moving companies to relocate personnel
- Obtain and check references
- Interstate movers are required to provide you with "Your Rights and Responsibilities When You Move" booklet; read this information
- Check the company's vehicles: are the trucks well maintained and identified with the company name
- Check insurance requirements; does the company carry the correct coverages with a reputable insurance company
- Will your personal information be safe and secure; what are the company's procedures
- Discuss how specialty items will be handled (pianos, appliances, art, etc.)
- Will your possessions remain on the truck or off-loaded to a storage facility and then reloaded for delivery
- Have antiques and collectibles appraised if required for reimbursement if damaged or lost
- Show the estimator everything that is to be moved; remember attics and closets
- Obtain a written, signed and binding price from movers; understand how your cost is calculated and if your cost could vary from this quote. If you don't agree, find another company.
- Ask how many packers and loaders will be supplied
- Are the packers and loaders full time employees, part-time or contracted help
- Obtain list of illegal items for movers to transport; make other arrangements for these items
- Read and understand all paperwork before signing
- Understand payment rules and types accepted (don't agree to cash)
- Where will truck be parking for loading and unloading (will you need a special permit)
- Make sure you insure your items while they are being packed, loaded and transported; contact your insurance company
- Understand the type of insurance available to you by the mover for loss or damage.
- Obtain name and cell phone number of person to call if problems arise during move; test it out in advance
- Ask about the claims process for lost or damaged items
- Compare bids; if prices are significantly different, find out why
- Confirm the date and details of the move with the company prior to the move date
