

## Questions to Evaluate Moving Companies – Residential

- Do they have the proper operating authority, State #, DOT # and all required levels of insurance coverage? (Cargo, General Liability, Warehouse, Workers Compensation, etc.)
- Are they a broker or the actual mover? Does someone else haul my household goods? (Many movers that you find on line are brokers who coordinate moves).
- What kind of training have their movers and drivers been required to complete?
- Do they provide packing services? Are their packers trained and experienced?
- Do they utilize full-time employees or use temps and day labor?
- Will the mover use new cartons designed for the job or will they bring boxes that were never intended to protect china and glassware?
- How does the company charge for moving services: by the piece, weight of shipment or by the hour?
- Is there a minimum charge? If so, how are you charged after the minimum is met—in 15-minute increments or every half hour?
- Are there extra charges for larger items such as pianos, large screen televisions, or extra flights of stairs?
- Is there an extra charge for evenings or weekends?
- Do they offer different levels of valuation coverage for your household goods?
- Do they have any unresolved complaints against them? Can they provide references?
- Do they offer an arbitration program to settle disputes?
- What is the cancellation policy the company offers? (You should always be able to cancel or postpone until a few days before your move.)
- Do they offer free written estimates? Do they offer in-home estimates?
- Do you offer short and long term storage if I need it? How much does it cost? Is there an additional cost if I need to get into it while it's in storage?

- What payment methods do you accept? Is a deposit required? Do you accept credit cards? What's your refund policy on deposits?
- Do they offer suggestions on how to make the move easier? Service and caring are critical from a mover to ensure happy customers.
- Who do I contact during the day of the move should challenges arise?

Move Smart. Move Safe. Move It Now.

