



Federal Laws pertaining to moving

- Falsify the weight to increase the price
- Holding household goods hostage

Red Flags

- Never sign a blank or incomplete estimate
- Do not accept estimates from movers "sight unseen"
- Do not sign a bill of lading without a delivery date estimate listed
- Cash only transactions

Basic information movers must provide before your move:

- A written estimate
- The "Ready to Move" Brochure
- Information about the mover's arbitration program
- Written notice about access to the mover's tariff
- The process for handling claims
- The booklet, "Your Rights and Responsibilities when You Move"

What about brokers?

Consumers should avoid brokers and movers not registered with Federal Motor Carrier Safety Administration (FMCSA), refuse to perform a physical survey of your household goods, and require cash-only transactions.

Consumers can visit the [Federal Motor Carrier Safety Administration's website](#) to look up a mover by company name or their DOT number. This company review will also indicate how many complaints the FMCSA has received for the company. Consumers can call FMCSA at (202) 366-9805 for licensing and (866) 637-0635 for insurance information.

Consumers should also check company reviews online and conduct a search with the Better Business Bureau. Take into consideration the type of complaints and how many as it is not hard for any company to get some type of complaint.

To learn more about having a safe and successful move please visit:

[Protect Your Move | FMCSA \(dot.gov\)](#) and [Consumer Rights and Responsibilities | FMCSA \(dot.gov\)](#)

Click [here](#) to understand the difference between a broker or a mover.

