

# PROTECT YOUR MOVE



U.S. Department of Transportation

Federal Motor Carrier Safety Administration

## PLAN IT — PACK IT — PROTECT IT

Don't let dishonest moving companies burst your bubble! Understand your rights and responsibilities before moving to a new state.



## YOU HAVE A RESPONSIBILITY TO PROTECT WHAT YOU OWN!

### DO THIS BY:

- Selecting a registered mover, understanding the contract terms and conditions, and knowing the difference between a mover and a broker.
- Reading and verifying that the documents provided by your mover are complete before you sign them.
- Making your mover aware of your high value items.
- Being available at the time of pickup and delivery of your shipment or have a representative act on your behalf.
- Notifying your mover if something has changed regarding your shipment (i.e., move dates, additional items).

## KNOW YOUR RIGHTS BEFORE YOU MOVE

You have the right to receive the following forms of documentation throughout the course of your move:



### Written Estimate

Dated and signed document outlining all charges, including transportation, and advanced charges as well as liability coverage information for each shipment transported by your mover.



### Order of Service

Written confirmation of the shipment services you requested, including moving dates, amount of liability chosen, contact information, etc.



### Bill of Lading

Documentation of your moving contract's terms and conditions, which often doubles as the freight bill, or total cost of transportation.



### Shipment Inventory

Record of the existence and condition of each item moved.



You have the right to be present every time your shipment is weighed on the way to its destination.

## ADDITIONAL MOVING TIPS

- Never sign a blank or incomplete estimate unless your final moving cost is determined after your move and based on the actual services provided.
- Do not agree to have shipment picked up or delivered "as soon as possible."
- Never sign a receipt if it contains language releasing or discharging your mover from liability.



For more tips, go to [www.protectyourmove.gov](http://www.protectyourmove.gov)