



A Guide To Choosing The Right Mover

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How to Choose The Right Moving Company

Questions You Should Ask:

1. What Kind Of Experience Does Your Company Have?

Remember that every move is different and that you are entrusting all your valuables to whoever is contracted to relocate you. Make sure you are dealing with a reputable company that has spent many years moving items like yours. An experienced mover will be able to answer your questions without hesitation and provide you with the comfort level you would expect.

- How many years have you been in business?
- Are your movers bondable?
- Are your movers full-time employees?
- What kind of training do your employees receive? How often?

2. Are You Insured?

All reputable moving companies will offer you insurance coverage to meet your individual requirements to ensure that in the event of loss or damage to items during the move process that your items will be sufficiently covered. Once the type of insurance coverage is confirmed ask for a copy of a certificate of insurance.

- What type of coverage do you have?
- Can you provide me with a copy of your policy?

Standard Types of Coverage *(See the appendix for more detailed descriptions)*

- **Released Value per pound Coverage**
- **Depreciated Value Coverage**
- **Full Value Replacement Coverage**
- **High Value Item Coverage**

For Example – A 100lb piece of furniture purchased in 1995 for \$400 that is lost or damaged beyond repair.

(Released Value per pound) – maximum cash settlement up to \$60

(Depreciated Value) – based on depreciated value of 10% per year = \$236 settlement

(Full Replacement Coverage) – replacement based on today's retail value

(High Value Item Coverage) – replacement based on individual assessment per item



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3. Who Provides Your Destination Service And What Services Are Provided?

All major moving companies have destination services designed to acquaint you with your new community, resolve any move related issues, and assist you in getting settled in your new environment.

- Who provides the service? Is it the same company who moves you? Are they affiliated with a major van line?
- Is there a destination service provider within the community in which we are moving? Can you provide me with a contact there?
- What services are offered? – guaranteed claims settlement, storage in transit (SIT), unpacking, carton pick up, appliance servicing, community information package (schools, churches, banks etc.) move quality follow-up service? Etc.

4. What Are Your Rate And Service Guarantees? Are They Provided In Writing?

Rate and service guarantees mean no surprises – because surprises are the last thing you need during a move. Reputable and experienced moving companies will provide their guarantees to you in writing.

- Rate refers to the total cost of your move including applicable tax
- Service refers to on-time pick-up and delivery, timely guaranteed claims settlement

5. Can You Provide Me With Some References?

The best place to start is by asking friends, neighbors, and associates about the company you are considering. Good companies will come highly recommended and have a proven record of marketplace honesty and integrity. They will also be able to provide you with numerous recognizable references that will back up their claims. Membership in organizations like the BBB (Better Business Bureau) indicates the company meets tough standards and follows a strict code of ethics in their business operations. *The best judge of how a company will perform is how they have performed in the past.*

- Are you a member of the BBB or a similar organization?
- If "yes" - can I call and ask for references?



6. Is The Same Company That Provides The Estimate Providing The Moving Service?

Often the company estimating your move resells the job to a third-party freight carrier. Make sure that you are dealing with a company that provides their own door-to-door service.

7. What Services Do You Provide?

Larger moving companies typically have all the professional services you need to make your move as seamless as possible from start to finish. Ask about the following services to be sure the company has everything you need to meet the unique requirements of your move.

- Free Visual and no-obligation written estimates?
- Personalized information package?
- One point of contact to manage all aspect of our move?
- Packing of our personal possessions into cartons?
- On-time loading and unloading?
- Unpacking of possessions at our new residence?
- Additional services - Transportation of Vehicles, Appliances, Pool Table, Hot Tubs, Pets, Pianos etc?
- Do they offer reward programs i.e., AIR MILES?

8. Do You Provide Exclusive Use Container Service?

Exclusive use of a container or containers will secure your household goods in privacy from other shipments. A container allows goods from different shipments to be isolated from one other. When exclusive use is guaranteed, containers are locked and sealed – opened by you or a family member at destination. Exclusive use containers provide you with the ultimate in security and privacy for all of your belongings.

9. Are You A Local Or Long Distance Mover?

Some companies can only provide local moving services while others only offer long distance services. Be sure to confirm that the company has the resources to move you to your new destination, wherever it may be, in an efficient manner.

- Do you provide cross-border service?
- Can you meet the specific needs of my relocation (expedited or extended delivery)?
- Do you have a large fleet of equipment to ensure my timetable is always met?



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10. Questions To Ask Yourself After Your Interaction With The Prospective Company

After reviewing the answers to all these questions, it is important to also ask yourself a few questions that may help you arrive at your decision.

- Were they friendly and professional?
- Do I feel comfortable with this company to handle my personal possessions?
- Do I trust them to do the job as promised?
- Am I completely confident that they have what it takes to meet my unique moving needs?

Remember, its not just household furniture you are entrusting to the company you select, its all of your valuables and their associated memories - an important part of who you are.

Ultimately, it is your decision. We hope the information provided will make your decision a very clear and comfortable one.