

U.S. Department of Transportation **Federal Motor Carrier Safety** Administration

Don't let dishonest moving companies burst your bubble! Understand your



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



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."
- releasing or discharging your mover from

Never sign a receipt if it contains language