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.

- **Bill of Lading**
  - Documentation of your moving contract’s terms and conditions, which often doubles as the freight bill, or total cost of transportation.

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

- **Shipment Inventory**
  - Record of the existence and condition of each item moved.

**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.