FMCSA-HHG-375-Rights and Responsibilities-Q001

**Guidance Q&A**

**Question 1: What are my Rights and Responsibilities when Moving?**

**Guidance:** Consumers moving interstate are issued the booklet *Your Rights and Responsibilities When You Move* (R&R)before the Order for Service is provided. The Order for Service locks-in the price, move dates and services the motor carrier is providing to transport the shipment. The R&R explains important aspects of the moving process and the rights and responsibilities of consumers. The R&R should be read by consumers as soon it is provided.

The Federal Motor Carrier Safety Administration (FMCSA) provides information to consumers on the Protect Your Move website (https://www.fmcsa.dot.gov/sites/fmcsa.dot.gov/files/docs/Rights-and-Responsibilities-2013.pdf) to assist consumers in understanding every phase of the moving process, address questions and expectations.

**Regulatory Topic: Your Rights and Responsibilities When You Move**

#### Effective Date: Thursday, May 2, 2013

Issued Date: Saturday, April 27, 2013