

What to Ask Your Moving Company



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

One of the first things you'll do as you start the process of moving will be to look for a moving company to transport your goods.

Use these questions as you interview companies to see what movers are the best fit to transport your goods.



Are you licensed through the Federal Motor Carrier Safety Administration?

All interstate movers must be registered with FMCSA and have an assigned U.S. DOT number.



Will you be conducting an on-site inspection of my goods or should we schedule a virtual walk through?

In order to provide an accurate estimate of your move, your mover will need to conduct a visual inspection of the amount and type of belongings that need to be transported.



Do you have experience moving similar goods to similar locations?

A mover who has experience with similar moves will be more knowledgeable about how to package and protect your goods.

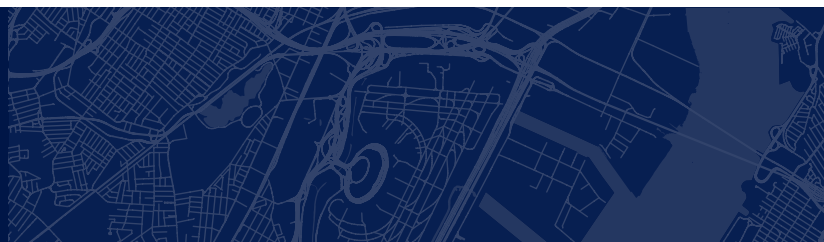


What type of liability do you offer to protect my belongings?

Interstate movers are required to provide liability coverage to cover the cost of your goods if something happens. The two options they must provide are Full Value Protection and Released Value.



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When will I receive a written estimate?

Your mover should provide you with a written estimate of the cost of your move well before they come to load your goods onto the truck.



How can I contact you before, during, and after my move?

Make sure you have accurate contact information for your moving company in case anything changes on your moving day.



How should I handle any damages that occur during the move?

Movers are required to have a claims process and participate in arbitration programs if issues arise during your move.



Are there other potential charges I should be aware of?

Moving companies may have additional charges to cover their work that you may not be expecting, but are completely legal.



What payment methods do you accept?

Being prepared with the correct payment type will help moving day go smoother and prevent any confusion around payment.



Do you have references?

Talking to others who have worked with the company before will help you determine how trustworthy they are.



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