

10 Questions For Selecting A Mover

By The Moving Information Bureau

CHOOSING THE RIGHT MOVER

- will be licensed and insured
- will have an established place of business for at least three years
- visit a prospective mover's facility to see if he can serve you properly

GETTING AN ACCURATE ESTIMATE

- final prices paid may vary from the cost quoted on non-binding estimates
- get a binding estimate to guarantee your price won't change
- an accurate survey is the first step in receiving a realistic price quote
- don't forget an accurate box count

HOW YOU ARE CHARGED FOR PACKING

- based on the number of boxes packed by the mover
- this is the most variable portion of your cost of moving
- have a concise list of what you want packed
- gets you closer to an accurate packing estimate
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ISSUES THAT CHANGE THE PRICE OF YOUR MOVE

- may have additional charges if unconventional delivery required
- costs more if movers have to use an elevator
- costs more if access to your residence is more than 75 feet from the truck
- costs more if your shipment must be carried up one or more flights of stairs

ITEMS YOU SHOULD NOT SHIP

- do not pack or ship certain items...
- FLAMMABLE items, propane tanks, liquid detergents, aerosol cans, etc.
- any items that may cause damage to your shipment
- could void insurance coverage if there is an unforeseen accident

NOTICE TO BOOK A MOVER

- a mover can accommodate most moves if he has at least two weeks notice
- best if you have a firm date
- more time is preferable, particularly in the busy season (May to September)
- with less notice, call before agreeing to a firm date

PAYING FOR YOUR MOVE

- have cash, a credit card, or a certified check to pay the driver
- personal checks are not an acceptable form of payment

PROTECTING AGAINST DAMAGE

- movers generally do not assume responsibility in several situations...
- articles of extraordinary value not listed on the bill of lading prior to moving
- loss of documents not listed on the bill of lading prior to moving
- breakage of fragile items unless packed and unpacked by the mover
- breakage unless visible exterior damage documented on delivery
- items previously broken, repaired, or glued
- mechanical operating condition of appliances and electronics
- missing items not specifically inventoried and documented on delivery
- damage to items not documented on delivery

SUBMITTING A DAMAGE CLAIM

- you have nine months to file a claim
- should document damage on delivery and file immediately
- most likely to receive an equitable settlement

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