

## Tips for Consumers

*Enforce your rights and protect your property!*

- Get three estimates before hiring an interstate moving company.
- Ask for references from the mover and call them to verify their accuracy.
- Verify that the interstate moving company is properly licensed and insured.

Check here: <http://safer.fmcsa.dot.gov/CompanySnapshot.aspx>

- Read and understand all estimates and contracts before signing.
- Make certain to receive and read the booklet “*Your Rights and Responsibilities When You Move.*”

Check here: <http://www.protectyourmove.gov/consumer/awareness/rights/rights.htm>

- Verify that the motor carrier has a neutral dispute resolution program.
- Have all property professionally packed.
- Purchase full replacement value insurance to protect your property.
- Declare and insure all items of extraordinary value.
- Be present at the pick up and supervise the movers work.
- Upon delivery inspect all property for damage and document it in writing.
- File a claim with the mover for any damage or loss as quickly as possible after the delivery. Send claim letters via certified mail.

