

TOP 10 THINGS

To Ask Your Mover

1

Are you licensed, bonded and insured? Make sure the moving company is registered and that they have protection for your belongings. Some movers are just two guys and a rented truck. Your belongings are important, so be sure they are handled by a reputable company.

2

How do you charge me for services? Does the mover charge by the hour or is it fixed rate? Are there additional fees for moving large objects such as pianos? Is there anything they can't move for you? Make sure the fees are identified **before** you move.

3

Can the mover provide packing and storage services? You want to hire a full-service moving company in the event you need help packing or if you need temporary storage for your belongings if there is any delay with your new home.

4

Do you have references? Ask for references of others who have used the mover's services. Check out online recommendations from reliable services such as Google, Facebook or Yelp.

5

What is your cancellation and/or reschedule policy? Buying and selling your home can be full of changes and delays. Ask your mover what their cancellation and rescheduling policy is.

6

What happens if something breaks or is missing? A great moving company will always try and protect your belongings, but sometimes things go wrong. How will the mover deal with damaged or missing items? Seek clarity on what your responsibilities and the mover's responsibilities are. Ask in advance about the claims process and how it works.

7

What moving insurance do you offer? Most movers offer at no charge Released Value Protection insurance that pays you \$0.60 per pound if something is damaged. You may want to invest in Full Value Protection that provides replacement value coverage.

8

Is there a training program for the movers? Many moving companies hire movers with little or no training in how to pack and move your belongings correctly. This leads to higher incidents of damaged furniture, walls, and broken items.

9

Does the moving company run background checks on their movers? Movers are going to be in your home and around your family and belongings. Reputable moving companies will have run up-to-date background checks and drug tests on their movers.

10

Will the moving company you book your move with perform the actual move? Some moving companies just book your move and then assign a completely different moving company to your job. Be sure that who you book with is also the company who will move you!

