

# THE RIGHT MOVE<sup>SM</sup>

Here are a few tips that will help make your move **The Right Move:**



*There's a lot to think about when you're moving, but taking the time to choose a reputable mover is one of the most important things you can do to ensure a successful move.*

- **Go with a name you know** – find three moving companies that have offices in your area and have been in business for at least 10 years.
- **Get a referral** – word of mouth is the strong indicator of reliability – ask friends, family, neighbors and colleagues.
- **Ask for an in-home estimate** – Transportation charges are based not only on the distance of the move, but also on the weight of the items being moved. To ensure that your estimate is accurate, have the moving company come and look at the items you need to move.
- **Don't be hooked by the lowest price** – disreputable movers often lure customers with lowball prices and then hit them with unreasonable charges or, in extreme cases, even hold their belongings for ransom. Get three estimates – if one is much lower than the others, that is a red flag.
- **Don't pay up-front** – Generally you don't have to pay a deposit to have your items moved. Most companies request payment at the time of delivery.
- **Be sure the company is who it says** – Some disreputable movers try to lure customers in by names that are very similar to reputable companies. Check the company website to make sure the local agent is affiliated with the brand name it is claiming.
- **Do your research** – If you are moving interstate, go to [protectyourmove.gov](http://protectyourmove.gov) to find out if a mover is licensed for interstate moves by the Federal Motor Carrier Safety Association.
- **Get it in writing** – ask for pickup and delivery dates in writing.
- **Know your rights** – Request a copy of “Your Rights and Responsibilities When You Move,” a brochure created by the Federal Highway Administration that outlines consumers' rights. Federal law requires movers to give this to customers prior to an interstate move.

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