



MOVING?

Make sure you hire a properly licensed moving company.

Virginians should be aware of and protect themselves from fraudulent or “rogue” movers. If you are planning a move within Virginia, any moving company offering its services should be listed as a licensed transportation service on the DMV website. A list of licensed transportation service providers is available at www.dmvNOW.com/transportationservices.

To file a complaint about a moving company, contact the Office of the Attorney General’s consumer protection hotline, either at (804) 786-2042 or (800)-552-9963, or the DMV at (804) 249-5130. To file a complaint online, visit www.dmvNOW.com/carriercomplaint or www.ag.virginia.gov, then click on Consumer Protection.

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Tips and information you should know before hiring a moving company:

- ▶ Ask for three written estimates to compare prices and services. Confirm with the movers if the estimates are binding or non-binding.
- ▶ Moves of 30 miles or less within Virginia may be charged by the hour taking into consideration the number of movers and/or the size of the vehicle needed.
- ▶ For moves more than 30 miles within Virginia, the estimate and bill of lading should provide a line item list of charges.
- ▶ Upon the issuance of any written estimate for a move more than 30 miles within Virginia, the mover should provide you with a booklet published by the Virginia Movers' and Warehousemen's Association entitled *Making a Better Move in Virginia*.
- ▶ Before signing a contract, make sure you read it fully and understand all of the terms and conditions.
- ▶ Ask if a company representative will conduct a visual or in-home survey that will list the items to be moved. This is important since your shipment charges will be based mainly on quantities of weight and cartons packed and unpacked plus other associated services.
- ▶ Ask the mover about insurance valuation options to cover your personal belongings.
- ▶ Find out in advance the company's policies for the deposit and types of acceptable payment methods.



A New Window is *Now* Open



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