

Ten Important Questions To Ask Before Moving



Presented by the Moving Information Bureau

A Public service of the Long Island Moving & Storage Association

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1. **How do I know I selected the right mover?** A reputable mover will be licensed and insured and 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.
2. **How can I be sure I have an accurate estimate?** Final prices paid may vary from the cost for binding and non-binding estimates. An accurate survey, including an accurate box count, is the first step in receiving a realistic price quote.
3. **What can change the price of my move?** Additional charges may be incurred for the following reasons:
 - Your shipment is delivered into an elevator building.
 - Access to your residence is more than 75 feet from the mover's parked truck to your front door.
 - Your shipment must be carried up one or more flights of stairs.
4. **How will I be charged for packing?** Packing charges are based on the number of boxes packed by the mover. This is the most variable portion of your cost of moving. To get an accurate packing estimate it is necessary to have a concise list of what you want packed.
5. **How do I pay for my move?** Be certain to have cash, a certified check or a credit card to pay the driver for your move. Personal checks are not an acceptable form of payment.
6. **What is not covered for damage?** Movers generally do not assume responsibility for the following:
 - Documents, currency, jewelry, precious stones, furs and articles of extraordinary value, unless specifically listed on the Bill of Lading prior to moving.
 - Loss or damage due to breakage of china, glassware or similar fragile items, unless packed and unpacked by the mover or unless visible exterior damage is done to the container and documented on delivery.
 - Mechanical operating condition of appliances and electronics.
 - Missing items not specifically inventoried by the driver and documented as missing on delivery.
 - Items previously broken, repaired or glued.
 - Damage to items not documented on delivery.
7. **If there are any damages, how long do I have to file a claim?** Although you have nine months to file a claim, you are most likely to receive an equitable settlement if you document damage on delivery and file immediately.
8. **How much notice do I need to give a mover to book a moving date?** A mover can accommodate most moves if he has at least two weeks notice, with a firm date. More time is preferable, particularly in the busy season (May to September). If you have less notice, call before agreeing to a firm date and he will do everything he can to accommodate you.
9. **Are there any items I should not ship?** Do not pack or ship flammable items, propane tanks, liquid detergents, aerosol cans or any items that may cause damage to your shipment. This could void insurance coverage if there is an unforeseen accident.
10. **How do I keep communications open on moving day?** Telephone and utilities should not be turned off until the day after you move.

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