

How long have you been in the moving industry?

If the company has been around for awhile, it is usually well established and has many satisfied customers. Newer companies should be researched a little further.

A: _____

Can you provide references or other proof of quality service?

A good moving company should have references to vouch for quality service. You can also check with the BBB and AMSA.

A: _____

Does your company have the right licensing and insurance?

If the moving company does not have proper licensing, it is considered illegal, and your belongings could be confiscated during the move if the company is caught.

A: _____

What types of estimates do you provide?

The three types of moving estimates are: binding, nonbinding, and binding not-to-exceed. Ask your mover for details.

A: _____

How do you charge?

Long distance and interstate moves charge by weight and distance, local moves charge by man hour and international moves charge by volume.

A: _____

How will you protect my home?

The company should tell you whether or not it will provide items like plastic wall or floor coverings. In some cases, you may need to handle this yourself.

A: _____

Does your company have Workers' Compensation?

Without this insurance, you could be held responsible for any injuries your movers sustain during the move.

A: _____

How will my goods be protected during the move?

Ask for details about packing procedures, safety precautions and insurance policies to ensure proper care of your belongings.

A: _____

What is your claims process, in case anything gets damaged?

Know your company's claims process in detail so you will be ready beforehand in case items are damaged.

A: _____

When will my goods arrive?

Even if you do not get an exact date, a time window is always helpful. Long distance and international moves can take several weeks.

A: _____
