

We're Looking Out For You



Pinellas County Consumer Protection
www.pinellascounty.org/consumer
(727) 464-6200



The following tips will help you with your next interstate move.

1. Don't rush, give yourself plenty of time to plan and prepare for a move. It's recommended that you allow two to six weeks to prepare and additional time for larger or multi-faceted moves.
2. Verify that the movers are properly registered with the Florida Department of Agriculture and Consumer Services.
3. When seeking moving services, request at least three companies to come to your home and provide you with a detailed estimate. To ensure an accurate estimate, a mover should see the items that need to be packed, transported, etc. and discuss all aspects of the move with you.
4. Prior to providing any moving services, under the Household Moving Services Act, a mover is required to supply you with a contract and estimate in writing. It must be signed and dated by both parties.
5. Avoid companies that are only willing to give you an estimate over the phone or internet.
6. It is best to deal directly with the moving company and avoid using a moving broker.
7. What type of protection does the company offer against loss or damaged goods? Carriers are required to offer sixty cents per pound valuation coverage. Read the contract carefully, you may be able to pay extra for full replacement cost or depreciation value coverage.
8. Before you hire a mover, research the company; how long has the company been in business, check the company's complaint history, request proof of insurance (workers' compensation coverage, general and legal liability coverage).
9. Read the entire contract and estimate thoroughly. Be sure all services are listed in writing. Don't rely on verbal promises. Under Florida law, there are several items that must be included in these documents. For a complete list of the required items, visit www.800helpfla.com.
10. Scams can occur whether you are dealing directly with a moving company or using a broker. A common scam is the mover increases the quoted price and holds your belongings hostage until you agree to pay. Keep a copy of the contract as proof. To file a complaint against a mover, contact Pinellas County Consumer Protection.