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New Estimating Rules Protect Consumers From Rogue Movers

ALEXANDRIA, Va., Feb. 6 /PRNewswire/ -- Last year Congress passed a law aimed at stopping rogue movers who rip off unsuspecting consumers moving from one state to another, and the American Moving and Storage Association wants you to understand the new rules before planning your family's move during the busy moving season.

Keep in mind the law only applies to moves from one state to another -- moves taking place within a state are subject to that state's laws.

If you live within 50 miles of a mover's place of business, the mover must visit your home to perform a physical survey of the articles you're moving and provide a written estimate.

You can waive this requirement, but keep in mind that estimates done over the phone probably won't be as accurate. AMSA strongly recommends against obtaining estimates over the Internet, where many rogue movers and brokers lurk for victims. And keep in mind that the cheapest price isn't always the best price.

Movers offer non-binding or binding estimates. Charges collected on any non-binding estimate can only be based on the shipment's actual weight, determined on a state-certified scale. You have the right to observe the weighing process and can request a re-weigh before your shipment is delivered, if you are in doubt.

Non-binding estimates are not bids or contracts. Instead, a non-binding estimate is an approximation of the cost based on the mover's survey of items to be moved, with final cost determined after the shipment is weighed and any additional services have been provided, including services required at destination.

Under a non-binding estimate, the mover cannot require you to pay, at the time your shipment is delivered, more than the amount of the estimate plus 10% (or 110% of the estimate amount) plus the charges for any additional services that you requested after you signed the estimate. The mover will invoice you for any remaining charges.

Under the law, your shipment will be protected at the full (replacement) level of loss and damage liability unless you elect to waive your right to receive this level of protection.

For more tips on moving, visit <http://www.moving.org/> and <http://www.protectyourmove.gov/>.

AMSA represents 3,500 moving and storage companies that provide household goods moving and storage services, and other logistics services.

Source: American Moving and Storage Association

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Web site: <http://www.moving.org/>
<http://www.protectyourmove.gov/>