

WESTAR MOVING & STORAGE  
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Moving to a new home can be an exciting venture and choosing a mover to fit your needs is key to a great move. Are you moving with children? Not sure what to do with the pets on moving day? What about your delicate electronics and antiques or family heirlooms?

You have taken a step in the right direction by coming to the experts. In this section, you will learn about choosing a mover, when to move, what type of estimates to request, and what to expect on moving day. If you have any disputed charges or loss and damage claims after your move, we can help you resolve them.

## Top 10 Successful Moving Tips

Here are our top 10 tips to ensure that you are working with a professional, ethical mover:

1. Know who you are dealing with and verify the mover's identity. Look for any red flags that something may not be right, such as:
  - No physical address or phone number online, just a "Contact Us" feature
  - You are quoted an incredibly low price that seems too good to be true
  - No federal motor carrier (MC) number is shown; or if there is an MC number, it does not match with the Federal Motor Carrier Safety Administration's (FMCSA) website.
  - We make verification easy for you with our ProMover program, so always choose among companies displaying the ProMover logo for interstate moves. Or if it is a move within your state, look for companies that are a member of your state's moving association, where they exist. California has a state-level ProMover program.
2. Unless you already know your mover, we suggest that you get at least three written in-home estimates.

Be careful of any "guaranteed" estimates offered over the phone or priced online; instead, ask to have someone come to your home. Some movers also offer virtual home surveys that you can do yourself. If a mover insists that he can provide a "final" estimate over the phone without ever seeing your home and your furniture we suggest that you choose another mover.

3. Research the Moving Company
  - A U.S. DOT number is required by FMCSA for interstate moves. For moves within a state, requirements vary. Check with your state, county or local [consumer affairs agency or your state Attorney General](#).
  - FMCSA's [mover search tool](#) gives you up-to-date access to registered interstate movers and their complaint history.
  - Visit the [Better Business Bureau](#), or other consumer websites such as Angie's List, and ask family and friends for referrals.
4. Know your rights.
  - Your rights for an interstate move are spelled out in two federal government publications, Ready to Move? and Your Rights and Responsibilities When You Move.
  - Federal regulations require your mover to give you a copy of the first brochure, *Ready to Move?* with all written estimates for interstate moves. When you agree to hire a mover, you must then receive a copy of Your Rights and Responsibilities When You Move, a second booklet that goes into more detail. You must also receive information on the arbitration program that the mover

participates in. Some movers now provide this important information electronically. No matter what form it comes in, be sure to review it and ask questions about anything that you do not understand.

- Most state governments regulate movers who operate within that state, so for a local move, check with your state moving association or your state consumer affairs office for details.

5. Understand the level of liability, or valuation, that your mover would be responsible for in case of loss or damage. The cost of full-value protection must be included by law in interstate estimates; you must “opt out” to get the minimum coverage of 60 cents per pound, which we do not recommend. This is a different product than traditional insurance, which is written by a third party.
6. Avoid a large down payment.

Although some movers may ask for a small “good faith” deposit to hold a date, especially during the busy summer season, be wary of carriers seeking large down payments, or payment in advance for any reason.

7. Make sure all agreements between you and your mover are in writing, and get a copy of everything you sign, especially the most important document, called the Bill of Lading. Never sign any blank forms.
8. Take valuables with you!

Cash, coins, jewelry, photographs, any family heirlooms, and important papers should be taken with you or sent ahead separately.

9. Be reachable by phone.

Make sure the mover has your cell phone number and can reach you during your move in case there is any unforeseen change in your delivery schedule. Be sure to have the driver’s full name, work ID and truck number to allow for fast and accurate communication.

10. Ask questions.

If you do not understand something, ask. The moving business has its own **terminology** and can be complex. If you are not satisfied with the answers to your questions or if the mover hesitates when you ask for clarification, talk to another carrier.