

make your move

Relocating across the country or across the county? Use this guide to ensure your possessions and your peace of mind arrive at your destination intact.

what to do first: Get estimates, in writing, from at least three different movers who physically inspect your home. They must provide you with a New York State Department of Transportation booklet, Summary of Information for Shippers of Household Goods, outlining your consumer rights as a shipper.

three ways to pay: Hourly-rated moves are based upon the time to do the entire job.

Weight/distance moves are based upon heaviness of the goods and length of travel.

Written binding estimates are available, depending on the mover, for all services.

For moves within New York State, make sure the carrier is licensed by the New York State Department of Transportation. Contact www.nysdot.gov or call 1.800.786.5368 in the department's Motor Carrier Compliance Bureau.

For more information about moves to another state, contact the Federal Motor Carrier Safety Administration's Web site, www.protectyourmove.gov, or call 1.888.368.7238.

liability: Movers are not liable for the full value of lost or damaged goods unless

special arrangements are made. Have the mover explain what the minimum standard liability is, and how you may get additional protection.

the contract: What is a bill of lading? It is the contract between you and the mover and serves as a receipt. It must contain the same information as the order for service which must be prepared ahead of every shipment and prior to loading. Study both documents carefully before signing them, and keep copies until your possessions are delivered, the charges are paid and any claims are settled.

the claims process: You are legally obligated to pay for the move, even when claiming damage. You should file a claim within 90 days of your move. The mover must acknowledge the complaint within 30 days and then take action within 120 days. If there is no settlement, you can either sue the mover or seek arbitration.

the countdown:

Eight weeks before your date of departure: Choose a mover, inventory all household goods for the order of service and establish a file for all documents on the move.

six weeks before: Alert the U.S. Postal Service, utility companies, insurance agents, credit card firms and magazine subscription offices of your pending change of address. You can get a change of address kit from the Postal Service at: www.usps.com. Have a garage sale, or donate items to charitable groups. Obtain receipts for tax records.

four weeks before: Start packing, or contact your mover for a packing appointment scheduled one to two days before loading begins.



three weeks before: Arrange a time for all utilities to be disconnected and for them to be set up at your new residence. Provide the state Department of Motor Vehicles with your change of address.

two weeks before: Notify your mover about any changes in the number of items or changes in date of delivery. Dispose of all hazardous or perishable items your mover will not allow in transit. Make travel arrangements for any pets.

one week before: Transfer all bank accounts, buy traveler's checks, arrange how to pay for the move, cancel newspaper delivery and ensure enough medication on hand for at least two weeks. Have prescriptions forwarded to your new destination.

two days before: Supervise the movers packing your goods and set aside such items as jewelry, money and vital records to carry with you. Defrost and dry refrigerators to be moved. Unplug all electronic appliances so that they will be at room temperature on moving day.

on moving day: Stay until the movers are finished. Make a final tour of the site. Give the driver directions to your new home and provide your contact numbers and addresses.

on delivery day: Direct the unloading, pay the charges and check for any damaged or missing items before you sign off on any documents.

packing tips: Work room by room and create a record-keeping system. Moversguide.com at www.usps.com can help you create a customized checklist.

Label each box with its contents, designated room and your name and affix a colored sticker. On delivery day, place balloons or matching stickers in corresponding colors in each room.

Use different colors of tissue paper in each box to ensure small items are not accidentally discarded with the packing material.

Wrap items in clean (unprinted) newsprint paper your mover may provide, bubble wrap and packing peanuts. Blankets, pillows and clothing can cradle breakable objects.

the essentials for you to carry: Anything you deem irreplaceable, including medical documents and personal treasures.

A change of clothing, towel, toothbrush, toiletries and any prescription drugs.

A first-aid kit, tool kit, flashlight, toilet paper, disposable paper and plastic items for meals, snacks, beverages, reclosable plastic bags and large trash bags.

A telephone directory from your old home.



New York State Department of Transportation
Motor Carrier Compliance Bureau
50 Wolf Road
Albany, N.Y. 12232
518.457.1046
1.800.786.5368
www.dot.ny.gov

