

Public Movers & Warehousemen

consumer *brief*

Public movers and warehousemen are licensed and regulated by the New Jersey Division of Consumer Affairs (Division) for moves within the State.

Moving family belongings is a time-consuming and important task. Before choosing your mover, check with the Division's **Regulated Business Section** to ensure your mover is licensed.

Once you have verified licensure, the moving company must:

1. Schedule an on-site or virtual survey of the goods you plan to move.
2. Provide a written estimate.
3. Provide a digital or hard copy of the brochure entitled "*Important Notice to Consumers Using Public Movers.*"

THINGS AND TIPS YOU SHOULD KNOW

- The cost can be estimated based on an hourly rate, the weight of your shipment and the miles traveled, or by cubic measurement.
- Never pack jewelry, money, or valuable papers with your goods. Movers are not responsible for items of extraordinary value.
- Movers can pack for you, but they are permitted to charge for this service; confirm if your estimate includes packing.
- Confirm the method of payment during the on-site or virtual survey. Beware of movers that ask for more money on moving day. It is a good idea to re-confirm the written estimate you were given *before* movers start loading your goods onto a truck.
- Be sure to check your goods as they are being delivered. If loss or damage is discovered, notify the

mover immediately. Your time to file a complaint may be limited.

- Consider whether your existing insurance policies will cover any potential losses for damage and/or whether you need additional coverage. A mover is required to compensate you only up to \$1.00 per pound, per article, for damages.

INTERSTATE AND INTERNATIONAL MOVES

The Division has limited jurisdiction over moves outside of New Jersey. Interstate movers are registered with the **Federal Motor Carrier Safety Administration**. Call **1-888-368-7238** or visit **www.protectyourmove.gov** for more information or to file a complaint regarding an interstate move. Before choosing your mover, you should check whether the company is registered and whether it is a *mover or broker*. While both are required to be federally registered, the businesses have different roles and responsibilities. If you are not sure, you may contact the Division's **Regulated Business Section** at the number or website below.

To send goods internationally, call the consulate of the country to which you are sending the goods to find out about that country's customs procedures. Obtain the number of the consulate of the country to which you are sending goods by calling immigration at **888-407-4747**. For information regarding shipment via sea, check **www.fmc.gov**. For information regarding shipment via air, check **www.transportation.gov/airconsumer**.

If you have any problems or questions, or to file a complaint, please contact the **Regulated Business Section**:

www.njconsumeraffairs.gov/regulated/Pages/default.aspx
973-504-6512 (for licensing information)
973-504-6442

800-242-5846 ▶ New Jersey Division of Consumer Affairs
www.NJConsumerAffairs.gov

