

Public Movers & Warehousemen

consumer**brief**

Public movers and warehousemen are licensed and regulated by the New Jersey Division of Consumer Affairs.

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

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 an digital or hard copy of the brochure entitled "*Important Notice to Consumers Using Public Movers.*"

THINGS 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 may charge for this service.
- Confirm the method of payment during the on-site or virtual survey.

- Be sure to check your goods as they are being delivered. If loss or damage is discovered, notify the mover immediately. A damage claim can be filed up to 90 days after the move date.
- Unless you purchase additional coverage, the mover is required to compensate you only up to \$1.00 per pound, per article, for damages.

The Division does not have jurisdiction over moves outside of New Jersey. Contact the **Federal Motor Carrier Safety Administration** for more information or to file a complaint regarding an interstate move. Call **1-888-368-7238** or file a complaint online at **www.protectyourmove.gov**. If you are not sure who has jurisdiction, you may contact the Division's **Regulated Business Section**.

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

973-504-6442

973-504-6512 (for licensing information)

Be An Informed Consumer... We Can Help!

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

