

5 Key Questions to Ask Your Moving Company Before You Hire Them

A moving company is a company with the primary aim of assisting individuals and businesses to move their goods and items from one place to another. The company offers all-inclusive relocation services such as packing, loading, moving, unloading, unpacking, and arranging things and goods at the final destination. It may include additional services like cleaning houses, offices, and warehouses.

Moving to a new location involves making several decisions in a short time. Some of these decisions include choosing the correct relocation date and moving company. Several choices exist, with thousands of local and interstate moving companies everywhere. Still, you must ask the right questions before hiring any of them to avoid falling into the hands of rogue movers.

These questions will also help you assess if the mover is dependable, as many try to look legitimate. You must also try to investigate the company's history and website to ensure that it represents its resources and abilities and that they have past satisfied customers and successful reviews. The quality and thoroughness of their response will help decide which moving company to go for.

Here are five key questions to ask your moving company before you hire them.

1. Are you registered, licensed, and insured?

Be sure to ask if the moving company is properly registered, licensed, and insured to avoid being scammed by rogue movers. A [license number](#) is issued by the United States Department of Transportation only to professional interstate moving companies. The state regulates local movers and holds a state license.

Before hiring the company, ensure your belongings are insured in case of damage during the relocation. The company should have liability coverage options for you, be it complete value protection or released value protection.

For Full Value Protection, the moving company is liable to replace every lost or damaged item in your entire shipment, whereas, for Released Value Protection, the mover accepts liability of 60 cents per pound, which may not be enough to cover the actual cost of the damaged item. Before you purchase additional insurance, check your home insurance policy to see if they have insurance coverage for moving.

Every legitimate, professional, licensed moving company should be ready to show their insurance policy whenever needed. Always seek a mover with a valid Utility and Transportation Commission (UTC) permit. You can check it on the [WUTC website](#) or call WUTC at **1-800-562-6150**.

2. Do you have references/recommendations?

Any reputable moving company should be able to provide references and feedback from satisfied clients.

Before hiring a moving company to handle your items, ask for their references; they should be able to provide you with all related information. You can still do your findings by double-checking the company's online reviews and ratings. [Click here](#) to check customer reviews for more than 500 moving companies nationwide. Asking friends, colleagues, and neighbors is also a good alternative.

Most times, relocation companies' review and ratings include their US DOT number, Better Business Bureau rating, any official complaints filed with the Federal Motor Carrier Safety Administration (FMCSA), or if the company has any link with the American Moving & Storage Association.

3. Can you provide a binding Quotation/Estimate?

A binding written estimate from a moving company is essential to working with professional movers. This binding quotation/estimate means you are protected by the Washington Utilities and Transportation Commission (WUTC), ensuring you don't pay more than 25% above the forecast.

Don't accept a verbal estimate from movers as such an estimate is not binding, and you could be charged higher than estimated. Most movers offer a non-binding estimate, meaning the estimated price could change depending on the cost.

A binding and written estimate should include all charges, and both you and the mover must sign it to be an agreement, and you must be provided with a copy. The method of payment should also be included in the estimate.

Most companies provide a pound rate and a distance rate. Ensure you don't hire a company that offers a quote based on cubic feet. Every company's estimate should be based on weight, especially if you are moving a long distance.

For short distances, some movers will charge an hourly rate, but the hourly rate and the rate per pound will not change, whereas the estimate can vary depending on the type of estimate the company provides.

4. Do you sublet to subcontractors or use day laborers?

Some big moving companies usually sublet to smaller companies. If you encounter this, ask for the subcontractor's name, which should not be withheld. Be sure to examine the subcontractor's driver before accepting to use them.

Avoid using companies that hire day laborers as they (day laborers) are not employed permanently but are just paid for the daily job done with no expectation of future work. With this, your items may not be in safe hands.

5. Will you provide required services like unloading, unpacking, and appliance reconnection at the final destination?

Before meeting with the moving company's representative, check the services page on their website to see if they offer services like packing, wrapping, loading, unloading, and unpacking at extra or no extra charge. A moving company's job is not complete until you're well satisfied.

If you're preparing for a relocation, these are the most important questions you should ask the moving company, but you can also ask them questions about your needs.

Remember that meeting the movers in person will give you a feel of what to expect, as most of them will put you at ease and relax as you move into your new home.