

Consumer Checklist for Hiring a Professional Moving Company



Before you hire any moving company make sure they answer **YES** to all 32 questions

Use these 32 questions to make an “Apples to Apples” comparison of the companies you talk to about your move			
Reputation and Stability of Company:			
Have you been in business for 10 consecutive years under the same ownership and company name ?	✓		
Will you provide me with your required federal USDOT and Motor Carrier (MC) numbers, as well as your required Public Mover license to perform moves within New Jersey?	✓		
Do you have a list of at least 3000 testimonials from satisfied clients?	✓		
Do you only use trained professionals instead of casual labor?	✓		
Will your company actually perform the move or will it be performed by another moving company?	✓		
Is your company an accredited member of the Better Business Bureau with an A+ rating?	✓		
Do you maintain \$10 Million of umbrella coverage, as well as General Liability and Workers Compensation insurance? Will your insurance agent send your certificates directly to us?	✓		
Do you have a letter of good standing from your bank?	✓		
Do you maintain business accounts with local suppliers and are you in good standing?	✓		
Does your company own only new or late-model trucks ?	✓		
Are you an active member of the American Moving & Storage Association and the New Jersey Warehousemen and Movers Association, and do you follow their Code of Ethics?	✓		

<p>Are you a Pro-Mover awarded by the American Moving & Storage Association or the New Jersey Warehousemen & Movers Association (NJWMA)</p>			
<p>Experience & Service:</p>			
<p>Have you successfully completed over 15,000 residential and office moves in the last 10 years?</p>	<p>✓</p>		
<p>Do you have a written, step-by-step packing and moving process that your company follows?</p>	<p>✓</p>		
<p>Do you have a firm policy to return all calls within 2 hours?</p>	<p>✓</p>		
<p>Are you reachable 24 hours a day, 7 days a week?</p>	<p>✓</p>		
<p>Do you employ full-time, knowledgeable customer service representatives with over 25 years of experience?</p>	<p>✓</p>		
<p>Have your moving consultants earned the “Certified Moving Consultant” professional designation?</p>	<p>✓</p>		
<p>Do you have a written policy on Customer Service procedures?</p>	<p>✓</p>		
<p>Are all of your movers in uniform and have they had any recognized third party training on proper packing and loading techniques?</p>	<p>✓</p>		
<p>Are all of your new employees subjected to a pre-employment screening including criminal background checks?</p>	<p>✓</p>		
<p>Do all of your drivers have the required medical card and are they subject to drug testing?</p>	<p>✓</p>		
<p>Do you have strict, written policies that prohibit the use of alcohol or drugs by your crews?</p>	<p>✓</p>		
<p>Do your crews have a written cleanup procedure?</p>	<p>✓</p>		
<p>Will you provide a detailed, written, accurate estimate for the work specified?</p>	<p>✓</p>		



Will you secure my move date with only a modest \$250 deposit?	✓		
Does your company arrive with dozens of moving blankets to ensure your belongings will be properly wrapped and protected?	✓		
Follow Up and Follow Through:			
Does your company have a written claims policy for damaged items?	✓		
Do you provide a comprehensive walk-through with the customer at the completion of the move?	✓		
Will you provide me with a comprehensive customer satisfaction survey after completion of my move?	✓		
Specialty Services:			
Do you have a special, written packing process specifically for pianos?	✓		
Do you have a special, written process for handling of special antiques, artwork, large mirrors, marble or glass table tops, chandeliers, flat screen TVs, and other high value objects?	✓		

Main Street Movers is proud to answer **YES to all 32 questions - with written proof for every question**

Your goal is getting the best value in integrity and service. This guide gives you the information you need to make that determination when hiring a mover. Before you consider hiring any mover – ask these questions and demand written proof of the company’s compliance.

Plus, a word of caution: Be wary of low prices. These usually mean the mover will cut some corners. It may also mean that moving is a side business for this company. At Main Street Movers, we live by our Checklist. We know this sets operating and service standards we can be proud of...one that very few of our competitors can match.

Ask us for our written standards at our first meeting. We will gladly provide you with proof that we follow them every step of the way.

