

How to Check References to Avoid Getting Burned



Many people have told us over the years that they've checked references for a moving company and still got burned, especially by movers they found online or on Craigslist. The best defense against getting scorched is being prepared. This means by having specific questions ready to ask on each call.

Ask three or four of the questions below to get the important information you need when calling references—and to ensure you make the best choice when it comes to evaluating and selecting a professional moving company.

- 1** Did the mover arrive on time on the day of the move?
- 2** What was the main reason you picked this particular moving company?
- 3** Was the estimated price the amount you ended up paying? If not, why not?
- 4** How did the company handle issues that came up during the move?
- 5** Were all their crew members polite and respectful?
- 6** Did your belongings arrive at the destination in good shape?
- 7** Did you discover any problems after the move was completed? If so, did the moving company correct the problem?
- 8** Were any walls or floors damaged during the move? If so, how was that situation handled by the mover?
- 9** Did the moving company take their equipment, floor and wall protection, and garbage with them at the end of the move?
- 10** Would you hire the company a second time if you were to move again?