

FAQ's

Q. Understanding your options for loss and damage reimbursement when you move within Illinois.

A. Link to you-tube video <https://youtu.be/76HTh5aQTgs>

Q. What should not be loaded on the moving truck (things I should move myself)?

A. Flammable items (paint, paint thinner, nail polish remover, propane tanks, etc.), firearms, important papers, medicines, money, coin collections, jewelry, and similar items. The mover is not responsible for items like these (as it will state on the bill of lading). They should remain in your safekeeping and transported with you in your car.

Q. What should I know about packing if I am doing it myself?

A. If you choose to do some or all your own packing in preparation for your move, boxes should be packed tightly with padding after items are inside to prevent shifting during transportation. You can use anything like packing paper, blankets, towels, or linens to pack these boxes tight. Be sure that the top of the box is firm and that you do not leave any empty space inside which would cause a box to crush.

When packing your dishes, the plates should be wrapped in paper and stood on end (not stacked flat) to minimize stress on the plates. Do not pack boxes too heavy! For example, books should be packed in smaller cartons so they can be moved without causing back strain for you or for the mover!

Q. Do I need to empty my dresser drawers?

A. Discuss this with your movers during the estimate. Not all dressers are strong enough to be moved with things packed inside; the mover can give you advice after looking at everything.

Many times, lightweight soft items can be left in the dresser drawers; heavier items should be packed in boxes or suitcases or duffel bags. Be sure to remove heavier, loose items that could fall out or get broken during transport. ALWAYS REMOVE JEWELRY, MONEY, FIREARMS, PERSONAL ITEMS, AND HIGH VALUE ITEMS and carry those items yourself. The mover is not responsible for those types of items.

Q. What if I can't be there on moving day?

A. Moving is a huge responsibility, and the move will go much better if you are there. Remember that the contract is with you, and only you are authorized to sign the bill of lading and make important decisions. If you must have someone stand in for you on move day, you'll need to provide a power of attorney naming that person as your agent.

Q. Is my estimate a binding quote?

A. No. While experienced professionals can come very close, the estimate is not a binding price. The law for moves within Illinois says actual charges will be based on the time and number of crew on local moves, or the actual weight (for which you will be provided a certified weight ticket) and distance.

If the mover estimated too high, you only pay the actual charges. If the estimate was too low, on move day the mover must release your goods when you pay the estimated cost plus 10%. You'll still be responsible for the balance within 30 days.

In Illinois, binding estimates are prohibited. For some interstate moves (crossing state lines) or in some other states (not Illinois) a binding quote may legally be provided. Be aware, however, that *if any of the circumstances about the move change* (dates, you add more items or additional services), then the quote is no longer binding.

Q. How far in advance should I contact the moving company?

A. 30 days out (or more, if you can) should give you time to do your homework on the movers and arrange for several movers to visit your home to provide a written estimate. The earlier you contact your mover the better prepared you will be and the better your selection of movers will be. Good movers' schedules fill up quickly!

Q. What forms of payment are accepted?

A. IL State law requires every mover to accept Cash, Money Order or Cashier's checks. Many movers also accept personal checks or credit/debit cards however an additional fee may be incurred if using a card.

Q. What documents will I receive from my Mover?

A. IL State law requires every mover to provide a written estimate, Consumer's Guide to Moving in Illinois and a Bill of Lading to every intrastate household goods customer.

Q. How long do I have to file a claim for a loss or damage?

A. The maximum amount of time a mover must accept a claim is 90 days after the completion of a move in Illinois.