

A CONSUMER'S GUIDE TO CHOOSING A MOVER:

Good movers make good moves

Here's how to find one



Finding a good mover to move your worldly possessions safely from your old home to your new one doesn't have to be difficult. There are ethical, professional movers in your community – you just have to know where to look.

It is wise to do some research about moving companies before choosing one. Consumers should check on the mover's reputation from reliable sources before making a selection. Reputable movers want to have a good relationship with their customers. They take steps to deliver ethical and professional moving services and avoid customer dissatisfaction.

Contact at least three different movers. Check with the following agencies to get useful information about them:

- The Better Business Bureau (BBB) at 1-800-459-8875 (toll free),
- Ontario's consumer protection agency, the Ministry of Consumer and Business Services, at 416-326-8800, and/or
- The Canadian Association of Movers (CAM) at 905-848-6579 or 1-866-860-0065 (toll free), or visit www.mover.net.

CAM will verify whether your prospective mover is a member or a Certified Canadian Mover. CAM has established a set of ethical principles for movers to promote professional conduct in the moving industry. Movers that are members of CAM promise to follow this Code of Ethics:

- i.** They will act with fairness and honesty, being considerate of their needs.
- ii.** They will honour contract terms.
- iii.** They will maintain professional integrity.
- iv.** They will provide efficient,



reliable and high-quality service.

v. They will ensure that services are provided in a safety-conscious environment.

vi. They will foster the continuance of competitive practices.

vii. They will promote education in the industry, to improve service to the public.

viii. They will fulfill all obligations of membership.

Along with this Code of Ethics, movers that are CAM members also agree to abide by other principles of CAM's Certified Canadian Mover Program. They agree to adhere to the Good-Practice Guidelines for Canadian Movers jointly developed by CAM, Industry Canada, BBB and other moving industry stakeholders. They also agree to participate in an independent arbitration process if it is required.

The Good-Practice Guidelines for Canadian Movers are a set of standards by which good movers conduct their business. A good mover will:

- Provide customers with a plain-language pamphlet which outlines customer and mover rights and responsibilities, mover liability for loss or damage, optional programs available, limitations on liability and additional costs

associated with each level of liability. In a local move involving an estimate by telephone, the mover will offer to send the pamphlet by mail, fax, or email.

- Provide written estimates of costs that describe the shipment and the cost of all services requested by the customer. The details of the moving services to be provided and their costs will be on company letterhead showing contact information so the customer can follow up with the mover.

- Abide by the terms of the estimate given to the customer, consistent with local laws.

- In long distance moves, tag all goods and prepare an inventory of those being moved, noting any existing damage to the goods. A copy of this inventory will be given to the customer prior to shipping. The customer signs this inventory after loading and again at unloading.

- At the time of pickup, provide customers with a bill of lading that clearly includes details about services being provided and costs.

- When charges are based on weight, determine the shipment's weight after loading using a certified scale and provide proof of the weight if asked. A good mover will re-weigh the shipment if the

actual weight is greater than the estimated weight by more than 10 per cent and give the customer proof of the re-weigh if asked.

- Make reasonable efforts to deliver the services as arranged, including making the pickup and delivery as agreed. The mover will advise the customers of any delays or re-schedules.

- On delivery, ensure the customer receives a copy of the bill of lading or invoice, with a clear description of charges and services provided.

- Respond to a customer's written claim for damage, loss or delay within 30 days and resolve the claim within 120 days. A customer has 30 days after delivery to file a claim in a local move and 60 days in a long distance move.

- Promptly and fairly attempt to resolve disputes concerning loss or damage claims to household goods through a dispute-resolution process.

- Be fair and accurate in public advertisements regarding their services.

- Ensure that their agents also comply with these commitments.

- Maintain and clean facilities and equipment regularly.

You can review these guidelines in their entirety on Industry Canada's web site, www.consumer.ic.gc.ca or on CAM's at www.mover.net.

We recommend that you talk to at least three movers and get an estimate from each before choosing one. Ask the mover whether they provide moving services that are consistent with these accepted industry standards. Make sure you have adequate insurance protection for your goods. Get the terms and conditions of your move in writing.