



Consumer Traps

Many consumers have had the most unpleasant moving experiences, often as victims of unprofessional moving companies.

Always hire a professional mover – always ask questions – always get ‘it’ in writing.

There are some common traps that consumers should avoid.

Verify movers with lots of logos or big ads

Moving company advertising often contains logos that appeal to the eye and suggest credible services. Logos of van lines, the BBB and CAM suggest quality service, fair practices and security for goods. However, consumers should verify that the mover is in fact affiliated with the organization whose logo is being used. The advertising may be out-of-date or, worse, completely false. Logos and ad size do not guarantee the mover’s reputation or likelihood to deliver promised services. Check with the logo-owners.

Verify awards in advertisements

Moving company advertising often contains awards that the mover is shown to have acquired. As with logos, these suggest credible services. But who gave the mover the award? Is the award for merit or was it purchased for advertising in a particular publication? Ask! And by the way, as the association representing movers across Canada, CAM does not know of any valid mover’s performance awards.

Ask for the mover’s contact information

All movers use cell phones to help in their customer communications. But some movers ONLY operate with a cell phone and a truck. Some movers do not advertise their street address. The moving services may be rendered by someone with who may not be a professional in the moving industry, who may not have insurance protection for your goods if they are lost or damaged, or workers compensation protection for the workers if they are injured in your home. The risks are considerable. Ask for their complete contact information. If they won’t give it, move on to the next mover.

Be wary of freebies and references

Watch out for free services, like the free estimate. An estimate is usually not a chargeable service in the moving business. Costs for free services, like free boxes, will often be included in the moving rate. References offered by a mover will likely only be from satisfied customers. You won’t know about the mover’s day-to-day business practices and customer satisfaction.