



Movers

Moving day can be stressful - finding the right mover can help you avoid delays and extra costs.

What you need to know:

- 1.** Make sure the **mover is safe and reliable.** Ask friends or family members to recommend a mover that has provided them with good service.
- 2.** Meet face-to-face with movers you're considering. Have them **review the items** that will be moved so they can give you an informed quote.
- 3.** Ask for an **"all-in" quote** that identifies a per-hour labour rate and the number of movers who will be involved. Make sure that the quoted price provided is part of any agreement you sign - that way you cannot be charged more than 10 per cent above the quoted price.
- 4.** **Before signing a contract** with a mover, verify that the contract includes the mover's name, address, email address, and phone number, along with an itemized list of services, prices for each service, key dates, and the total amount payable.
- 5.** Check to see if any mover you are thinking of hiring follows the **Canadian Association of Movers "Good Practice Guidelines for Canadian Movers."**
- 6.** Check the **"Consumer Beware List"** at [Ontario.ca/ConsumerBeware](https://www.ontario.ca/ConsumerBeware) to see if the ministry has taken action against the business.



Ask the right questions when hiring a mover

- Will you be **subcontracting** any of the work - and if so, what is the name and telephone number of the subcontractor?
- Who's responsible for **loss or damage**?
- Are there **limits on how much compensation** you will pay for loss or damage?
- Who is your **insurance provider** and what is your policy number?
- If my **belongings** will be left overnight in a moving truck, will it be kept in a secure facility?

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