# Moving Remedy

Complete Step-by-Step Mover Quote, Estimate, and Delivery-Rights Guide

## THE FAST VERSION

- Know interstate versus intrastate.
- Verify carrier/broker identity and authority.
- Get 3 surveyed written estimates on the same inventory.
- Know binding versus non-binding versus binding-not-to-exceed.
- Keep the estimate, bill of lading, inventory, photos, and every change order.

## THE COMPLETE STEP-BY-STEP PROCESS

### STEP 1 - Decide whether the move is interstate or intrastate

Interstate household-goods moves use federal FMCSA rules; intrastate moves use state-specific rules.

### STEP 2 - Ask whether each company is a carrier or broker

If it is a broker, identify the actual carrier that may handle the shipment. Do not assume the website brand is the physical mover.

### STEP 3 - Verify required authority before booking

For interstate moves, check the USDOT and operating authority through the official FMCSA Protect Your Move resources.

### STEP 4 - Require a real in-home or video survey

A reliable quote should be based on the actual inventory and access conditions, not a vague phone description.

### STEP 5 - Create one canonical inventory and scope

Use the same origin, destination, dates, inventory, estimated weight or volume basis, packing, materials, stairs, elevators, long carry, shuttle, storage, valuation, and accessorial services for every quote.

### STEP 6 - Get at least three written estimates

Compare equivalent scopes. Do not rank a cheaper quote if it excludes items or services included in the others.

### STEP 7 - Identify the estimate type in writing

Binding, non-binding, and binding-not-to-exceed have different price risk. Preserve the exact contract wording.

### STEP 8 - Treat the outlier-low non-binding quote as a warning

Low price alone is not proof of intent, but it should trigger scope and authority verification.

### STEP 9 - Keep deposits small and traceable

Avoid large cash, wire, or payment-app deposits and never pay the entire move in advance.

## STEP 10 - Get every accessorial charge disclosed

Stairs, long carry, packing, materials, shuttle, storage, and similar charges should be visible before loading whenever they are known.

## STEP 11 - Photograph and inventory valuable items

Preserve condition evidence, high-value declarations, and the written inventory before the goods leave.

## STEP 12 - Understand valuation protection

Full Value Protection, Released Value Protection, and separate third-party insurance are different. Do not treat all of them as the same 'insurance.'

## STEP 13 - Do not sign blank or incomplete documents

Keep the estimate, order for service, bill of lading, inventory, change orders, valuation selection, and payment records.

## STEP 14 - For a non-binding interstate delivery dispute, calculate the federal base screen

The master uses 110% of the non-binding estimate as the base collectible-at-delivery screen, plus separately verified permitted additions. It is not a criminal-law conclusion and does not erase documented exceptions.

## STEP 15 - For a binding estimate, preserve verified additions separately

Customer-requested services or qualifying conditions can change the amount even under a binding estimate. The written change matters.

## STEP 16 - If delivery is withheld over a disputed amount, preserve evidence and escalate

Keep the payment demand, estimate, bill of lading, changes, and proof of what was tendered. Use the correct federal/state complaint route and contact local authorities for immediate safety or property concerns.

# HARD STOPS / MAJOR RED FLAGS

- No survey and a suspiciously low firm-sounding quote.
- No verifiable required interstate authority.
- Broker will not identify the actual carrier.
- Large cash/wire/payment-app deposit or full payment demanded up front.
- Blank or incomplete contract or no bill of lading.
- Material price increase on loading day with no documented scope change.
- Delivery withheld over a disputed demand without clear documentation.
- Unmarked/rental truck or different carrier appears with no prior disclosure.

# CONSUMER WORKSHEET

## A. Scope

| Field | Your entry |
|---|---|
| Interstate/intrastate | |
| Origin | |
| Destination | |
| Dates | |
| Inventory/survey | |
| Weight/volume basis | |
| Packing/materials | |
| Access conditions | |

## B. Quote comparison

| Field | Your entry |
|---|---|
| Mover 1 total/type | |
| Mover 2 total/type | |
| Mover 3 total/type | |
| Non-comparable scope differences | |
| Deposit | |

## C. Authority

| Field | Your entry |
|---|---|
| Carrier or broker | |

| | |
|---|---|
| USDOT | |
| MC/operating authority | |
| Actual carrier | |
| Verification date | |

## D. Delivery

| Field | Your entry |
|---|---|
| Estimate amount | |
| Estimate type | |
| Verified added services | |
| Permitted access charges | |
| Amount demanded | |
| Amount tendered | |

## E. Evidence

| Field | Your entry |
|---|---|
| Bill of lading | |
| Inventory | |
| Photos | |
| Change orders | |
| Valuation selection | |
| Complaint/claim reference | |

# SOURCE AND SCOPE

Built from the canonical Moving Remedy v1.1 master. The master defines the tool as a scope-normalized 3-quote comparison, estimate-type decoder, authority verifier, valuation decoder, and delivery-rights router. Different inventories or service scopes are not ranked as equivalent quotes.

Educational reference only. Interstate and intrastate moving rules differ. Delivery amounts can depend on estimate type, documented added services, tariffs, and permitted exceptions. This guide does not classify a dispute as theft, extortion, fraud, or a hostage-load crime.



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