

Claims

If you notice that any of your items are damaged during the move, you should file a written claim for loss or damage with your moving company. The moving company must acknowledge receipt of your claim, in writing, within 15 days after they receive it. The moving company must then offer you a settlement, in writing, within 60 days of receiving the claim. The time you have to file a claim for loss or damage will be in your estimate.

If an attempt to resolve the dispute with the moving company fails, call the PUCO at:

(800) 686-PUCO (7826)

or

File a complaint online at
www.PUCO.ohio.gov.

The PUCO will assist you in resolving your complaint through an informal mediation process with the moving company.

Interested in other utility issues?

The PUCO can provide information or assist you with your utility questions regarding:

Electric
Natural Gas
Telephone
Water
Moving Companies
Railroad Crossings
Commerical Motor Carriers
Hazardous Materials Carriers

The PUCO Call Center
(800) 686-PUCO (7826)
TTY: (800) 686-1570

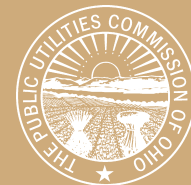
www.PUCO.ohio.gov

Moving in Ohio

Know your rights when
hiring a moving company

The Public Utilities Commission of Ohio

Ted Strickland, Governor Alan R. Schriber, Chairman
180 E. Broad Street, Columbus, OH 43215
*The Public Utilities Commission of Ohio is an Equal
Opportunity Employer and Service Provider*



The Public Utilities
Commission of Ohio

Congratulations on your move!

You have rights, guaranteed by law and enforced by the Public Utilities Commission of Ohio (PUCO), when hiring a moving company for a move from one location to another in Ohio. This brochure provides quick information regarding your rights when hiring a moving company.

When planning an intrastate move, and hiring a moving company, you should know your rights regarding:

- Estimates
- Bill of lading
- Lost or damaged goods
- Claims

Estimates

When selecting a moving company, you will want the company to tell you how much it will cost to move you. This is called an estimate. The estimate must be in writing unless your move will cost \$500 or less or is scheduled within five days. You are encouraged to read all of the provisions of your estimate carefully to know what services you are getting for your money.

You should not assume that something is included in the estimate if it is not written in the estimate.

Generally, a moving company has the option of providing you with one of three kinds of estimates (clearly stated on the estimate):

- Nonbinding: the final cost of the move may exceed or be less than the amount contained in the estimate.

- Binding: the final cost must be the amount on the estimate.
- Guaranteed-not-to-exceed: the final cost must be at or lower than the amount contained in the estimate.

If your move is within five days or costs \$500 or less the estimate may be verbal, rather than in writing, and will be one of the three kinds described above.

Bill of Lading

A bill of lading will be issued as well as an estimate. A bill of lading, like a receipt, identifies who owns the household goods on the moving company's truck.

All estimates must be attached to the bill of lading while the shipment is en route. You may request an inventory of your household goods when the moving company is loading them, but a moving company may charge an additional fee for such service.

Lost or Damaged Goods

All moving companies are responsible for the value of the goods transported. As a result, companies must have cargo insurance in an amount equal to the declared value of your shipment. Moving companies have the option of providing you with one of three levels of reimbursement for your lost or damaged household goods. Generally, the higher the carrier cargo liability, the more the move will cost you. The three levels of coverage are:

- Minimal reimbursement: you are reimbursed \$.60 per pound for anything lost or damaged during the move.

- Depreciated value: you are reimbursed the current value of your goods that you previously declared or \$2.25 per pound, whichever is greater. (This is the level of coverage you receive if you do not choose a different option.)
- Replacement value: you are reimbursed for the replacement value you declared previously or \$4.00 per pound, whichever is greater.

There will be a statement on the estimate that you will be required to initial, indicating which level of coverage you choose. Some moving companies might choose to offer only depreciated value coverage.

Sometimes, additional insurance coverage can be purchased separately through the moving company's insurance agent.

A moving company may also reserve the right to repair any damaged items prior to replacing them regardless of the level of coverage you selected, but this must be stated in your written estimate.