

Questions to Evaluate Moving Companies – Commercial

- Do they have the proper operating authority, State #, DOT # and all required levels of insurance coverage? (Cargo, General Liability, Warehouse, Workers Compensation, etc.)
- Can they provide a certificate of insurance in your name/location during the job?
- Do they utilize a “project manager” for the move process? Does the project manager develop detailed plan for the move process?
- Will a supervisor be onsite during the move?
- What kind of commercial move training have their movers and drivers been required to complete?
- Do they provide packing services? Are their packers trained and experienced?
- Do they utilize full-time employees or use sub-contractors, temps and day labor?
- What type of specialized equipment do they employ during the office relocation?
- How does the company charge for moving services: by the piece, weight of shipment or by the hour?
- Is there a minimum charge? If so, how are you charged after the minimum is met, in 15-minute increments or every half hour?
- Are there extra charges when elevators or stairs are involved?
- Do they offer different levels of valuation coverage for my belongings?
- Do they have any unresolved complaints against them? Can they provide references?
- Do they offer an arbitration program to settle disputes?
- What payment methods do you accept? Is a deposit required? Do you have billing terms available? Do you accept credit cards? What’s your refund policy on deposits?

Move Smart. Move safe. Move It Now.