

Have a Complaint? Need Help?

1. Contact the business and explain your specific complaint.
2. Deliver it in writing. Keep proof that it was received (such as sending it by registered mail), and keep records of all communication with the business.
3. If you are still not satisfied, file a formal complaint with the **Ministry of Consumer Services**.

How to file a complaint with the **Ministry of Consumer Services**:

- Visit the Ministry's website at www.ontario.ca/ConsumerServices.
- Or, call **416-326-8800** or toll-free at **1-800-889-9768**.

VIDEO

Scan the QR barcode on the right with your smartphone to watch "Know Your Rights" video about movers.



Be a Smart Consumer ... We Can Help

Ontario's **Ministry of Consumer Services** informs and protects people so they can shop with confidence when buying goods and services.

Visit us:

www.ontario.ca/ConsumerServices

Call us:

Greater Toronto Area 416-326-8800
Toll-free 1-800-889-9768

TTY

Greater Toronto Area 416-229-6086
Toll-free 1-877-666-6545

E-mail us:

consumer@ontario.ca

Smartphone user?



For more information about **hiring a mover** scan this QR barcode with your smartphone.

HIRING A MOVER

What you need to know



MINISTRY OF CONSUMER SERVICES
www.ontario.ca/ConsumerServices



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Has a mover ever:

- Charged you a lot more than they said they would?
- Refused to replace or pay for something they broke?
- Refused to unload the moving truck unless you paid more money?

Such actions may be against the law. Make sure you know how to protect yourself.

REMEMBER:

For a smooth move, the most important thing you can do is hire a reputable company.

Seven questions to ask your mover*

1. Does the company follow the “Good Practice Guidelines for Canadian Movers”**?
2. Does the company have any material that sets out mover liability for loss or damage, limitations on liability and any extra costs for more protection?
3. Is the company insured? Ask for the insurance company’s name and policy number.
4. Does the company have their own equipment, or will a sub-contractor or another company be providing the service? Which company? What is their record? Get references.
5. If your belongings will be left overnight in a moving van, will the van be kept in a secure facility?

* Federal Office of Consumer Affairs publication, “The Consumer Checklist for Choosing a Moving Company,” www.ic.gc.ca/eic/site/oca-bc.nsf/eng/ca02029.html; see also “Good Practice Guidelines for Canadian Movers,” www.ic.gc.ca/eic/site/oca-bc.nsf/eng/ca02030.html.

6. Whose storage facilities will be used - the company’s or a third party’s? It’s a good idea to visit and check out the company’s offices, storage facilities and vehicles before you move.
7. Does the mover have a Workplace Safety and Insurance Board certificate? If not, you may end up paying for any employee injuries during the move.

How can I protect myself?

Finding a good mover

- Ask friends, family or neighbours who have moved recently.
- Hire a local company if you can. Ask for references and check them.
- Avoid movers who offer a cash deal or a way to avoid taxes. These can be signs of an unscrupulous company. They may not pay your insurance claims. Or, they may refuse to deliver your goods unless you pay more money.
- Check a company’s track record by going to the Ministry of Consumer Services’ online database at www.ontario.ca/ConsumerBeware.
- Find out if there are any complaints listed with the Better Business Bureau.
- Ask to see a contract. Make sure it has a mailing address, e-mail, etc., an itemized list of prices and total amount payable.
- Contact the Canadian Association of Movers at www.mover.net for referrals.

Getting an accurate estimate

- Get a written estimate from at least three companies. Don’t deal with a company that wants to give an estimate by phone.
- Be sure you know exactly what you want moved. Show everything to the movers before they give you an estimate.

- Tell the movers about any obstacles that may slow them down, such as stairs, escalators or difficult parking.
- Find out what the mover’s insurance will cover. Ask about cargo protection. Also check your home insurance for coverage during the move.
- The estimate should cover:
 - How costs are calculated, such as number of boxes, weight and distance, or cost per hour.
 - Terms of payment.
 - Date(s) and time(s) the mover will provide services.
 - The company’s proper name, street address, telephone number and the full name of the person who provided the estimate.
 - The total amount owing.
 - How any extra charges will be calculated (for example, if you add items to the move later).

Signing a contract

- Always read the fine print – the terms and conditions – before you sign a contract.
- Question anything you don’t understand.
- You have 10 days to cancel if you make an agreement to hire a mover in your home. Cancel in writing (letter, fax or e-mail) and be sure to keep a copy. If you think there may be a problem, consider sending the cancellation by registered mail, so that you can prove it was received.
- If a deposit is required, keep it small – no more than 10 per cent of the estimated fees.
- Don’t pay more than 10 per cent above the original estimate unless you agreed to the extra charges.