SCAM ALERT:
Moving Scams

**Arizona Attorney General
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Scam at a glance:

When moving household goods, some movers will quote you one price before loading your possessions onto the moving truck and, once loaded, the mover will demand additional payment to complete the move and return your possessions. "Hostage loads" are illegal under Arizona law. If a moving company demands more money before unloading your goods, contact law enforcement immediately.

Warning Signs:

- You're provided a lowball quote that is significantly cheaper than other companies.

- The company refuses to give a total estimated price in writing prior to beginning the move.

- A contract is not provided prior to loading possessions onto the moving truck.

- The contract that the company provides contains blank portions.

- The company has negative or no online reviews on sites such as the Better Business Bureau, Yelp, or Google.

Protect Yourself:

→ Research moving companies before hiring one. Online reviews can be helpful, as well as suggestions from friends, neighbors, and relatives.

→ Obtain a written estimate about the cost of the move and make sure that it includes all charges.

→ Carefully read the contract and any other documents before signing them. Do not sign a contract if you do not agree with or understand a term.

→ Request a copy of all signed documents, and keep them in a safe place that is accessible during the move.

→ If possible, move all valuable goods yourself. Do not leave valuables out during a move.

→ Call law enforcement or the Department of Public Safety if the mover demands more upon delivery than what was agreed upon and owed.

→ Be present and available to supervise your entire move.

Resources:

Arizona Attorney General's Office
www.azag.gov/complaints/consumer
Phoenix: (602) 542 - 5763, Tucson: (520) 628 - 6648
or Toll-free: (800) 352 - 8431

For additional information go to:
www.azag.gov/consumer/consumereducation

Task Force Against Senior Abuse Helpline
(602) 542 - 2124 or (844) 894 - 4735

www.azag.gov/scamalert