

WASHINGTON



UTILITIES AND TRANSPORTATION
COMMISSION

Consumer Help Line
888-333-WUTC (9882)
consumer@utc.wa.gov

TTY
800-416-5289

Education and Outreach
360-664-1110

Media Line
360-664-1116

The UTC regulates the services of privately or investor owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable and safe.

Regulated companies:

- Telephone
- Electricity
- Natural Gas
- Water
- Garbage
- Recycling
- Residential Movers
- Charter Buses
- Airport Shuttles
- Commercial Ferries
- Natural Gas Pipeline

General Information

360-664-1160
www.utc.wa.gov

PO Box 47250
1300 S Evergreen Pk Dr SW
Olympia WA 98504



Protect Your Move: Loss and Damage Options

There is a lot at stake when you move. The money you will spend, the memories you will pack, and your treasured possessions, are all important to you. And while most moves go smoothly, accidents do happen and some items may be lost or damaged during shipment.

Your mover is liable for the value of the goods you ask them to transport, based on the level of liability you choose. In selecting a liability option, consider: the value of the goods being moved; the susceptibility of those goods to damage; the degree of risk you are willing to accept; and the cost of the protection.

The moving company is required to provide you these three options:

OPTION 1— Basic Value Protection

- **Option 1** is the minimum level of liability a mover may assume when moving your goods. The mover's liability is 60 cents per pound per item.
- **Example:** If a two-pound vase were broken, the company would pay you \$1.20 (2 lb x \$.60 per lb).
- **Cost:** There is no charge for this coverage.

OPTION 2— Replacement Cost Coverage with Deductible

- **Option 2** provides full coverage, less a \$300 deductible. The mover's maximum liability is your declared value of the belongings, or \$5 times the weight of the shipment, whichever is greater (less the \$300 deductible).
- **Coverage:** The mover will repair the damage to your satisfaction (less the \$300 deductible), reimburse the customer, or replace the damaged goods for any amount above the \$300 deductible. The \$300 deductible applies to the entire shipment rather than each individual article.
- **Cost:** The mover may charge a minimum of 55 cents and a maximum of \$1.15 per \$100 of declared value. Declared value may not be less than \$5 per pound of the total shipment weight.

Loss and Damage Protection Options

OPTION 3—Replacement Cost Coverage with No Deductible

- **Option 3** provides full value replacement coverage for your belongings. The mover's maximum liability is your declared value, or \$5 times the weight of the shipment, whichever is greater.
- **Coverage:** The mover will repair damage to your satisfaction, reimburse you for the replacement cost, or replace lost or damaged articles.
- **Cost:** The mover may charge a minimum of 66 cents and a maximum of \$1.40 per \$100 of your declared value. Declared value may not be less than \$5 per pound of the total shipment weight.

If you do not select an option, Option 2 will be applied and charged to you.

Loss and Damage Exceptions

- Coins, currency, deeds, notes, postage stamps, letters, drafts or valuable papers of any kind
- Jewelry, precious stones or precious metals
- Items of extraordinary value
- Items requiring temperature control
- Household pets
- Live plants
- Perishable items
- Furniture or other items made of pressboard, particle board, or similar press material

Movers will Not Accept the Following Items for Shipment

- Explosives
- Dangerous goods
- Property liable to damage the mover's equipment or other property

Claims

All claims for loss or damage must be filed in writing with the mover. Ask the mover for a claim form. Claims must be filed within nine months from the date of delivery. If your shipment is lost, the claim must be filed within nine months of the date upon which delivery should have been made. Report loss or damage as soon as you discover it. File your claims as soon as possible while memories are fresh.

If after working with the mover you remain unsatisfied with the outcome of your move, **call the commission at 1-888-333-WUTC (9882).**

For More Information

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