

Moving in Texas?

If you plan to hire a moving company in Texas, the Texas Department of Transportation (TxDOT) has some valuable information for you. Whether you are moving across town or across the state, we want you to know your rights and responsibilities when choosing a moving company.

All household goods moving companies operating within Texas are required to obtain a certificate of motor carrier registration and have proof of insurance on file with TxDOT. This includes major van lines, as well as local movers with pick-up trucks and trailers.

Selecting a moving company

There are many moving companies available, so choose carefully. We encourage you to shop around to find the best prices and services.

As a state agency, we are not able to recommend moving companies. However, we can verify if the moving company of your choice is properly registered. We can also provide you with information about the company's complaint history.

Moving companies are required to provide you with a written proposal. This may be either a binding proposal, which states the exact price of the move, or a not-to-exceed proposal, which states the maximum price of the move, but allows the mover to charge less than the maximum. In order for the company to give you an accurate estimate, you must be clear about the items you want moved and advise them of any special conditions, such as stairs, long carries or elevators that are involved in the move. The proposal should also indicate what forms of payment are accepted, such as personal check or credit card.

When presenting their written proposal, a moving company is also required to provide you with a pamphlet entitled "Your Rights and Responsibilities When You Move in Texas." The information contained in the pamphlet is similar to the information in this brochure.

You've selected a moving company – now what?

The moving company of your choice is required to provide you with a moving services contract. This contract could be in the form of a bill of lading, a work ticket, or other receipt. This contract should contain all the information about your move including the company's name, your name and the amount of the company's limitation of liability for loss or damage of your goods. You should verify that the contract includes all correct pick-up and delivery dates. Carefully read and ensure all documents offered by the moving company are filled out completely before you sign them.

A descriptive inventory can be done, usually at an extra cost that lists all the items being moved and their condition. The inventory should be completed when loading and unloading to inspect the condition of the goods. You should be prepared to pay the company the maximum amount on the written proposal when your goods are delivered.



What about liability and insurance?

All moving companies registered with TxDOT have a standard liability of 60 cents per pound per article. This means the company is only required to reimburse you \$30 for a 50 pound television. You can also ask them about a higher level of

liability (valuation) which usually requires an additional fee. It is important to note that a higher level of liability is not the same as purchasing transit insurance. Be aware that the company may offer to sell you transit insurance, which helps cover loss or damage to your goods. You may also purchase this type of policy from an insurance company.

What if you have a complaint?

If you have any dispute about charges, loss or damage to your goods, you need to file a written claim with your moving company. This claim must be filed within 90 days of the delivery date and must include sufficient information so that the company can investigate your claim. Also include any specific money amounts or other solutions you are seeking. They have 20 days to contact you about receiving your claim. They also have the right to inspect any containers or damaged goods within 30 days of receiving the claim. They have 90 days from receiving your claim to pay or deny your claim, or make a settlement offer.

TxDOT can help mediate disputes

If you are not satisfied with a settlement offer, or if the moving company denies your claim, you may contact TxDOT for mediation or pursue the claim in a court of law. TxDOT mediation must be requested within 30 days after any portion of your claim is denied, a settlement is offered, or if you get no response from the mover after 90 days from the original claim. Mediation is conducted by a neutral third party. It is a formal opportunity for both parties to voice their side of the situation and to listen to each other. Ideally, mediation should result in an agreement to the dispute. Mediation services are coordinated and paid for by TxDOT.

Even though claims are filed with us and the moving company, we do not settle claims. However, we will be happy to advise you on the claims handling process and coordinate mediation.



Moving across state lines?

Moving companies who transport shipments across state lines follow U.S. Department of Transportation guidelines. For further information on moving across state lines, you may contact the Federal Motor Carrier Safety Administration at:

United States Department of Transportation
 Federal Motor Carrier Safety Administration
 400 7th Street SW
 Washington, DC 20590
 (800) 832-5660

If you have a complaint against an interstate household goods carrier, please call:

Interstate Household Goods
 Carrier Complaints: (888) 368-7238

Who are we?

TxDOT is responsible for building and maintaining the state highway system. Our Motor Carrier Division handles all inquiries regarding moving companies. You can contact our Motor Carrier Division by:

- ✦ calling us at (800) 299-1700 (option 3)
- ✦ writing to us at TxDOT-MCD, 125 East 11th Street, Austin, Texas 78701
- ✦ e-mailing us at MCD-respond@dot.state.tx.us
- ✦ visiting our Web site at www.txdot.gov

For more information

To learn more about moving in Texas, contact your local TxDOT district office.

District	Phone	Address
Abilene	(325) 676-6800	4250 N. Clack
Amarillo	(806) 356-3200	5715 Canyon Dr.
Atlanta	(903) 796-2851	701 E. Main St.
Austin	(512) 832-7000	7901 N. I-35
Beaumont	(409) 898-5745	8350 Eastex Frwy.
Brownwood	(325) 646-2591	2495 US 183 N
Bryan	(979) 778-2165	1300 N. Texas Ave.
Childress	(940) 937-2571	7599 US 287
Corpus Christi	(361) 808-2300	1701 S. Padre Island Dr.
Dallas	(214) 320-6100	4777 E. US 80 (Mesquite)
El Paso	(915) 790-4200	13301 Gateway Blvd. West
Fort Worth	(817) 370-6500	2501 Southwest Loop
Houston	(713) 802-5000	7721 Washington Ave.
Laredo	(956) 712-7400	1817 Bob Bullock Loop
Lubbock	(806) 745-4411	135 Slaton Rd.
Lufkin	(936) 634-4433	1805 N. Timberland Dr.
Odessa	(432) 332-0501	3901 E. Highway 80
Paris	(903) 737-9300	1365 N. Main St.
Pharr	(956) 702-6100	600 W. US 83
San Angelo	(325) 944-1501	4502 Knickerbocker Rd.
San Antonio	(210) 615-1110	4615 NW Loop 410
Tyler	(903) 510-9100	2709 W. Front St.
Waco	(254) 867-2700	100 S. Loop Dr.
Wichita Falls	(940) 720-7700	1601 SW Pkwy.
Yoakum	(361) 293-4300	403 Huck St.

www.txdot.gov

Public Information Office
 125 East 11th St.
 Austin, TX 78701
 (512) 463-8588

