

Helpful Tips When Moving

Moves Within California



BUREAU OF
HOUSEHOLD GOODS
AND SERVICES

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Sacramento, California 95834-1243
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Call: (916) 999-2041 • Fax: (916) 921-7279

1. Confirm the Moving Company is Licensed

All household movers must have a permit issued by the California Bureau of Household Goods and Services (BHGS). Check to be sure the mover is licensed, in active status, in good standing, and insured: www.bhgs.dca.ca.gov.

2. Request an In-Person Visual Inspection

It's illegal to provide an estimate without a visual inspection for moves within California. We strongly recommend an in-person inspection, rather than via video or photos, to make sure the estimate is accurate.

3. Get Multiple Estimates

It's always good to comparison shop. Be sure the estimate includes the "not to exceed price" and that you receive it at least three days before moving day. Also, be aware that moves of less than 100 miles can be charged by the hour and moves of more than 100 miles must be charged by weight and mileage.

4. Make Sure Your Agreement Includes a "Not to Exceed Price"

We strongly recommend that your contract include a "not to exceed price," which is the maximum amount you can be charged unless you request additional services. Any change orders should also be in writing and signed by both parties before any goods are loaded onto the moving truck.

5. Take Inventory of Your Belongings

Take notes and photographs of your belongings before and during the move, and be sure to move any irreplaceable items yourself (i.e., important documents, family photos, jewelry, etc.).

If something goes wrong during your move, you can file a complaint with BHGS online (www.bhgs.dca.ca.gov) or by calling (916) 999-2041 (option 5).

