

Long-Distance Moving and the Protections You Deserve

If you're getting a long-distance estimate from a reputable, licensed mover like Spine Moving, you should also be getting clear information about your rights, your estimate, and the documents that help protect you before move day. Federal rules require interstate movers to provide certain consumer protection documents and disclosures so customers can make informed decisions and better understand the move they're booking.

A long-distance move shouldn't feel like a leap of faith.

Moving across state lines is a big deal, and most people don't do it very often. That can make it hard to know what questions to ask, what documents you should receive, and what protections you should expect. Below, we'll explain how federal rules help protect you and point you to the information you need.

Federal interstate moving protections, in plain English

Federal consumer protection rules are meant to make interstate moving clearer, safer, and easier. At their best, they do three important things.

1 Clearer pricing from the start

Interstate movers must give you a written estimate identifying whether it is binding or non-binding, and include your valuation options—Full Value Protection and Waiver of Full Value Protection—so you can compare costs with and without the higher level of coverage. For non-binding estimates, federal rules generally limit what may be collected at delivery to 110% of the estimate.

2 Better information before you commit

You're entitled to consumer protection documents that explain your rights, the key documents used in your move, the different kinds of estimates, your damage-coverage options, and the process for handling disputes. You should be getting more than a price—you should be getting information that helps you understand the move and protect yourself before you sign.

3 A real way to verify who you're hiring

FMCSA lets you verify whether a company is registered and whether it operates as a mover—a company that handles the move directly—or as a broker, a company that arranges for another company to perform the move. Knowing who you're hiring helps you understand who is responsible and what to expect.

Required documents and information for interstate moves

When you're moving across state lines, there are consumer documents and disclosures that we—and other registered, compliant interstate movers—should provide with your estimate or before key move documents are signed.

1. Your Rights and Responsibilities When You Move

This FMCSA booklet explains moving documents, binding vs. non-binding estimates, valuation, claims, weighing, delivery, and dispute resolution.

[Download booklet \(PDF\) →](#)

2. Ready to Move? Tips for a Successful Interstate Move

This FMCSA brochure covers how to choose a mover, what paperwork to review, and what to watch for before moving day and delivery day.

[Download brochure \(PDF\) →](#)

3. Arbitration program summary

We're required to provide information about our arbitration program before the bill of lading is signed. Arbitration can help resolve certain disputes without going to court.

[Submit an arbitration request →](#)

4. Tariff access

Federal rules require movers to make applicable tariff sections available for review. A tariff is the set of rates, rules, and service terms for your interstate move. To request tariff information, contact Eric Jones at 319-325-6683 or eric.jones@spinemoving.com.

5. Claims, complaints, and questions

Your first point of contact is your move consultant. You can also submit a customer care case via your portal (look for "My Cases"), or email don.wallace@spinemoving.com. Our team will follow up within 2–3 days.

Integrity beyond compliance

These documents are meant to help educate and protect you as you choose the best mover for your family. If you put your trust in us, we'll do everything we can to honor it—with kindness, integrity, and skill.