



# Customer Bill of Rights

A successful move is not a matter of chance. It is the result of planning and hard work. At the center of these efforts is you, the customer. If you expect a good move, you should play an active role and be aware of your rights and responsibilities. Your responsibilities are visible in the Defense Personal Property System (DPS) Self Counseling module and in the "It's Your Move" pamphlets at [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_1.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf) and [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_2.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_2.pdf)

As a valued customer, you have the right to:

1. Be treated with **respect** and **integrity**, and have **professional, courteous, and helpful service** throughout your personal property move; you should receive **prompt, timely responses** from your mover as well as your transportation office
2. Be counseled on your shipment and storage entitlements and submit an application with maximum notice prior to desired dates
3. Receive a phone call from your mover no later than 3 working days after your shipment is booked to arrange a pre-move survey
4. Receive a pre-move survey in your residence not later than 3 days prior to your requested pickup when your estimated weight is 4,700 pounds or more (CONUS move) or 3,200 pounds or more (overseas) and your residence is within a 50-mile radius of your mover's servicing facility (telephone for all others)
5. Negotiate pack, pickup and delivery dates (or any changes to those dates) directly with your mover during the pre-move survey
6. Contact your transportation office (as listed on [www.move.mil](http://www.move.mil)) for assistance if you and the mover cannot agree to changes to your pack/load/pickup and/or delivery dates or at any time during the move if you have concerns about your mover
7. Review and receive a legible copy of your inventory when your shipment is picked up; have weight annotated on inventory for properly declared and separated Professional Books, Papers, and Equipment (AKA Pro Gear)
8. Be afforded the opportunity to annotate any inventory discrepancies and identify (in writing) high-value items on your inventory
9. Request a reweigh from either the transportation office or mover if you believe your shipment(s) will exceed your weight allowance
10. Know the location of the reweigh(s) so you may be present to observe it
11. Have your shipment picked up on time and offered for delivery at destination before the Required Delivery Date (RDD) and file an Inconvenience Claim with the mover for missed pickup, delivery or RDD; see [www.move.mil](http://www.move.mil) or transportation office for details
12. Have items disassembled at origin and unloaded, unpacked, reassembled and placed one-time within your residence at delivery
13. Have unpacked containers, packing materials and other debris removed on the day of delivery at no cost
14. File a Notification of Loss/damage in DPS at and/or after delivery within 75 days from the date of delivery; file a claim in DPS for all items identified on your loss and damage report within 9 months of your delivery date for full replacement value
15. Receive a response from the mover within 60 days of filing your claim in DPS; transfer your loss and damage claim to the Military Claims Office if you are unable to negotiate a fair settlement with your mover
16. Evaluate your mover by completing your Customer Satisfaction Survey (CSS) once your move and your loss and damage claims are completed and expect that your survey will directly impact the mover's future business with the Department of Defense