



# Canadian Consumer Handbook

## Moving

To help you find a reputable mover, consult the [Consumer Checklist for Choosing a Moving Company](#).

The following is a summary of some of the information in the checklist:

- Seek advice and recommendations from family, friends or the Better Business Bureau before choosing a mover. This will help you ensure that your mover has experience and a proven track record.
- Get all the essential information before signing any contract. This includes checking that the company is bonded, has proper equipment, will provide unpacking, storage and claims settlement if you need them, and will store your possessions in a safe and appropriate place. Know exactly what you are paying for.
- Give the mover as much information as possible and get an estimate in writing. By doing this you ensure that the mover knows about any special items or obstacles that may affect the estimate. Be suspicious if the quoted price seems very low.
- Purchase moving insurance. Your home insurance may cover all or part of the move; if not, replacement value coverage is your best bet. It may be more expensive but it will ensure you get adequate coverage. If the mover provides insurance, find out the limitations.

On moving day, remember to do the following:

- Have everything ready to go; don't get caught running around doing last-minute packing.
- Make sure the destination is ready; this may include reserving the elevator or a parking space if you are moving into a high-rise or a townhouse development.
- Make an inventory and supervise the loading and unloading. If something goes wrong, file a claim quickly to ensure you can have the situation addressed promptly.
- Take valuables with you; it's best not to chance them with the mover.

It is often best to consult with a variety of movers. Many differ on price and services offered, so consulting different companies will ensure you get the service that suits you at a price you can afford.

You may also want to consider the services of self-storage companies. Some self-storage and moving companies are able to deliver a large storage container (various sizing is available) to your house. You then load the container up at your own convenience. Once you are finished loading the container, the company will pick it up and either store it for you or move it directly to your new location. This may be a convenient option if your move out and move in date do not match up. You can unload the container yourself at your own convenience as well. This may be an option for you if you want to pack your belongings yourself and at your own pace which may be more convenient and less stressful.

## Contacts For This Topic

### Provincial and Territorial Consumer Affairs Offices

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#### Alberta

##### Service Alberta, Consumer Contact Centre

3rd Floor Commerce Place  
10155-102 Street

Edmonton, Alberta T5J 4G8

Telephone: 780-427-4088

Toll Free: 1-877-427-4088

Email: [service.alberta@gov.ab.ca](mailto:service.alberta@gov.ab.ca)

Website: [www.servicealberta.ca](http://www.servicealberta.ca)

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#### British Columbia

##### Consumer Protection BC

#307-3450 Uptown Blvd  
PO Box 9244

Victoria, British Columbia V8W 9J2

Telephone: 604-320-1667

Toll Free: 1-888-564-9963

Fax: 250-920-7181

Email: [info@consumerprotectionbc.ca](mailto:info@consumerprotectionbc.ca)  
Website: [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

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## **Manitoba**

### **Consumer Protection Office, Manitoba Family Services and Consumer Affairs**

302-258 Portage Avenue  
Winnipeg, Manitoba R3C 0B6  
Telephone: 204-945-3800  
Toll Free: 1-800-782-0067  
Fax: 204-945-0728  
Email: [consumers@gov.mb.ca](mailto:consumers@gov.mb.ca)  
Website: [www.manitoba.ca/fs/cca/cpo](http://www.manitoba.ca/fs/cca/cpo)

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## **New Brunswick**

### **Department of Justice and Consumer Affairs**

Kings Place (King Tower)  
440 King Street

Fredericton, New Brunswick E3B 5H8  
Telephone: 506-453-2659  
Fax: 506-444-4494  
Email: [justice.comments@gnb.ca](mailto:justice.comments@gnb.ca)  
Website: [www.gnb.ca/0062/rentalsman/index-e.asp](http://www.gnb.ca/0062/rentalsman/index-e.asp)

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## **Newfoundland and Labrador**

### **Service NL**

PO Box 8700  
St. John's, Newfoundland and Labrador A1B 4J6  
Telephone: 709-729-4834  
Toll Free: 1-877-968-2600  
Fax: 709-729-6998  
Email: [gsinfo@gov.nl.ca](mailto:gsinfo@gov.nl.ca)  
Website: [www.gs.gov.nl.ca/index.html](http://www.gs.gov.nl.ca/index.html)

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## **Northwest Territories**

### **Consumer Affairs, Department of Municipal and Community Affairs**

5201-50th Avenue, Suite 600  
PO Box 1320

Yellowknife, Northwest Territories X1A 3S9  
Telephone: 867-873-7125  
Fax: 867-873-0309  
Email: [michael.gagnon@gov.nt.ca](mailto:michael.gagnon@gov.nt.ca)  
Website: [www.maca.gov.nt.ca/operations/consumer\\_affairs/index.html](http://www.maca.gov.nt.ca/operations/consumer_affairs/index.html)

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## **Nova Scotia**

### **Service Nova Scotia and Municipal Relations, Public Enquiries**

Mail Room, 8 South

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Maritime Centre  
1505 Barrington Street

Halifax, Nova Scotia B3J 3K5  
Telephone: 902-424-5200  
Toll Free: 1-800-670-4357  
Fax: 902-424-0720  
Email: [askus@gov.ns.ca](mailto:askus@gov.ns.ca)  
Website: [www.gov.ns.ca/snsmr/access/individuals/consumer-awareness.asp](http://www.gov.ns.ca/snsmr/access/individuals/consumer-awareness.asp)

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## Nunavut

**Consumer Affairs, Department of Community and Government Services**  
267 Qaiqtuq Building  
P.O. Box 440

Baker Lake, Nunavut X0C 0A0  
Telephone: 867-793-3303  
Toll Free: 1-866-223-8139  
Fax: 867-793-3321  
Email: [Laupaluktuq@gov.nu.ca](mailto:Laupaluktuq@gov.nu.ca)  
Website: [www.gov.nu.ca/english/](http://www.gov.nu.ca/english/)

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## Ontario

**Consumer Protection Branch, Ministry of Consumer Services**  
5775 Yonge Street, Suite 1500  
Toronto, Ontario M7A 2E5  
Telephone: 416-326-8800  
Toll Free: 1-800-889-9768  
Phone (TTY): 416-229-6086  
Phone (TTY) 2: 1-877-666-6545  
Fax: 416-326-8665  
Email: [consumer@ontario.ca](mailto:consumer@ontario.ca)  
Website: [www.ontario.ca/consumerprotection](http://www.ontario.ca/consumerprotection)

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## Prince Edward Island

**Consumer Services, Office of the Attorney General**  
Shaw Building, 4th Floor  
95 Rochford Street  
PO Box 2000

Charlottetown, Prince Edward Island C1A 7N8  
Telephone: 902-368-4580  
Telephone: 902-368-4550  
Toll Free: 1-800-658-1799  
Fax: 902-368-5283  
Website: [www.gov.pe.ca/jps/index.php3?number=1002799&lang=E](http://www.gov.pe.ca/jps/index.php3?number=1002799&lang=E)

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## Quebec

Office de la protection du consommateur

400 Jean-Lesage Boulevard, Suite 450  
Québec, Quebec G1K 8W4  
Telephone: 418-643-1484  
Toll Free: 1-888-672-2556  
Fax: 418-528-0976  
Website: [www.opc.gouv.qc.ca](http://www.opc.gouv.qc.ca)

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## Saskatchewan

### Consumer Protection Branch, Ministry of Justice and Attorney General

1919 Saskatchewan Drive, Suite 500  
Regina, Saskatchewan S4P 4H2  
Telephone: 306-787-5550  
Toll Free: 1-888-374-4636  
Fax: 306-787-9779  
Email: [consumerprotection@gov.sk.ca](mailto:consumerprotection@gov.sk.ca)  
Website: [www.justice.gov.sk.ca/cpb](http://www.justice.gov.sk.ca/cpb)

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## Yukon

### Consumer Services, Department of Community Services

Andrew Philipson Law Centre  
2130 Second Avenue, 3rd Floor  
PO Box 2703 (C-5)

Whitehorse, Yukon Y1A 2C6  
Telephone: 867-667-5111  
Toll Free: 1-800-661-0408 ext. 5111  
Fax: 867-667-3609  
Email: [consumer@gov.yk.ca](mailto:consumer@gov.yk.ca)  
Website: [www.community.gov.yk.ca/consumer/index.html](http://www.community.gov.yk.ca/consumer/index.html)

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## Better Business Bureaus

### Canadian Council of Better Business Bureaus

2 St. Clair Avenue East  
Suite 800

Toronto, Ontario M4T 2T5  
Telephone: 416-644-4936  
Fax: 416-644-4945  
Website: [www.bbb.org/canada](http://www.bbb.org/canada)

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### Better Business Bureau of Central and Northern Alberta

888 Capital Place  
9707-110 Street

Edmonton, Alberta T5K 2L9  
Telephone: 780-482-2341  
Toll Free: 1-800-232-7298

Fax: 780-482-1150  
Email: [info@edmontonbbb.org](mailto:info@edmontonbbb.org)  
Website: [www.edmonton.bbb.org](http://www.edmonton.bbb.org)

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### **Better Business Bureau of Southern Alberta**

Suite 350  
7330 Fisher Street SE

Calgary, Alberta T2H 2H8  
Telephone: 403-531-8784  
Fax: 403-640-2514  
Email: [info@betterbusinessbureau.ca](mailto:info@betterbusinessbureau.ca)  
Website: [calgary.bbb.org](http://calgary.bbb.org)

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### **Better Business Bureau of Mainland B.C.**

Suite 404  
788 Beatty Street

Vancouver, British Columbia V6B 2M1  
Telephone: 604-682-2711  
Fax: 604-681-1544  
Email: [contactus@mbc.bbb.org](mailto:contactus@mbc.bbb.org)  
Website: [mbc.bbb.org/](http://mbc.bbb.org/)

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### **Better Business Bureau of Vancouver Island**

220-1175 Cook Street  
Victoria, British Columbia V8V 4A1  
Telephone: 250-386-6348  
Toll Free: 1-877-826-4222  
Fax: 250-386-2367  
Email: [info@vi.bbb.org](mailto:info@vi.bbb.org)  
Website: [vi.bbb.org](http://vi.bbb.org)

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### **Better Business Bureau of Manitoba and Northwestern Ontario**

1030B Empress Street  
Winnipeg, Manitoba R3G 3H4  
Telephone: 204-989-9010  
Toll Free: 1-800-385-3074  
Fax: 204-989-9016  
Email: [bbbinquiries@mts.net](mailto:bbbinquiries@mts.net)  
Website: [manitoba.bbb.org](http://manitoba.bbb.org)

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### **Better Business Bureau of the Maritime Provinces**

Suite 805  
1888 Brunswick Street

Halifax, Nova Scotia B3J 3J8  
Telephone: 902-422-6581

Fax: 902-429-6457  
Email: [bbbmp@bbbmp.ca](mailto:bbbmp@bbbmp.ca)  
Website: [www.bbbmp.ca](http://www.bbbmp.ca)

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### **Better Business Bureau of Eastern, Northern Ontario and the Outaouais**

505-700 Industrial Avenue  
Ottawa, Ontario K1G 0Y9  
Telephone: 613-237-4856  
Toll Free: 1-877-859-8566  
Fax: 613-237-4878  
Email: [info@ottawa.bbb.org](mailto:info@ottawa.bbb.org)  
Website: [ottawa.bbb.org](http://ottawa.bbb.org)

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### **Better Business Bureau of Mid-western and Central Ontario**

354 Charles Street East  
Kitchener, Ontario N2G 4L5  
Telephone: 519-579-3080  
Toll Free: 1-800-459-8875  
Fax: 519-570-0072  
Email: [info@bbbmwo.ca](mailto:info@bbbmwo.ca)  
Website: [mwco.bbb.org](http://mwco.bbb.org)

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### **Better Business Bureau of Mid-western and Central ontario**

1 Eva Road  
Toronto, Ontario M9C 4Z5  
Telephone: 416-621-9184

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### **Better Business Bureau of Western Ontario**

Suite 308  
200 Queens Avenue  
PO Box 2153  
  
London, Ontario N6A 4E3  
Telephone: 519-673-3222  
Toll Free: 1-877-283-9222  
Fax: 519-673-5966  
Email: [info@london.bbb.org](mailto:info@london.bbb.org)  
Website: [london.bbb.org](http://london.bbb.org)

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### **Better Business Bureau of Saskatchewan**

980 Albert Street  
Regina, Saskatchewan S4R 2P7  
Telephone: 306-352-7601  
Toll Free: 1-888-352-7601  
Fax: 306-565-6236  
Email: [info@bbbsask.com](mailto:info@bbbsask.com)  
Website: [sask.bbb.org](http://sask.bbb.org)

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**Better Business Bureau of Mainland B.C. - B.C. Interior**

Toll Free: 1-888-803-1222

Fax: 604-681-1544

Email: [contactus@mbc.bbb.org](mailto:contactus@mbc.bbb.org)

Website: [www.interior.bbbvan.org](http://www.interior.bbbvan.org)

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**Better Business Bureau of the Maritime Provinces - Yarmouth Office**

Telephone: 902-742-2432

Fax: 902-742-1248

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**Better Business Bureau of Mid-western and Central Ontario - Business Office**

1 Eva Road

Toronto, Ontario M9C 4Z5

Telephone: 416-621-9184

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**Better Business Bureau of Windsor and Southwestern Ontario - Chatham Office**

Telephone: 519-351-0592

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