



GENERAL COMPLAINT FORM

(not for arbitration)

The American Moving & Storage Association promotes ethical principles and practices in our industry, and holds our members to high standards. AMSA membership may be revoked for companies which violate our Code of Ethics.

Please use this form if you have a complaint about an AMSA member regarding a shipment delay, the quality of service you received, or another complaint that does not fall within the guidelines for arbitration.

Do not use this form, however, if you have a dispute with your mover about items in your shipment that were lost or damaged during your move, or additional charges billed to you by your mover after your shipment was delivered. To resolve these issues, please use the Request for Arbitration form.

First and Last Name	
Street Address	
City, State, ZIP	
Telephone Number	
Email Address	
Name of Moving Company	
Mover's Address	
If Mover is an Agent for a Van Line, Which One?	
Shipment or Bill of Lading Number	
City and State You Moved FROM	
City and State You Moved TO	
Date Your Shipment was Picked Up	
Date Your Shipment was Delivered	
Did the Shipment Move Under Your Name?	Yes No
If No, whose Name did the Shipment Move Under?	

Please describe your complaint about your mover:

Please describe your mover's response to your complaint:

Please describe how you believe your complaint could be resolved:

If your web browser does not support filling out forms, save the file to your computer, complete form and submit via email to ConsumerHelp@moving.org, or print and fax to (703) 683-7524.

Questions? Contact AMSA at (703) 683-7410.