

Are your Household Goods held HOSTAGE?

The definition of a hostage shipment is: A household goods shipment that is moving under a non-binding estimate or binding estimate where the mover refuses to relinquish the shipment, although the customer has made the required payment. The required payment is 110% of a non-binding estimate or 100% of a binding estimate along with additional charges for impracticable operations (i.e. stairs and shuttle).

If your household goods are being held hostage, you may seek assistance from the Federal Motor Carrier Safety Administration (FMCSA) by contacting the Consumer Complaint Hotline at 888.368.7238. A representative will take your complaint over the phone. Complaints of household goods shipments held hostage are a priority for the FMCSA.