



ARIZONA HOUSE OF REPRESENTATIVES

HB 2145: household goods; unlawful moving practices

PRIME SPONSOR: Representative Weninger, LD 17

BILL STATUS: [House Engrossed](#)

DPA: COM 9-0-0-0

Legend:

FMCSA – Federal Motor Carrier Safety Administration
DPS – Arizona Department of Public Safety Moving Company – Household Goods Mover
AG – Arizona Attorney General
Amendments – **BOLD** and ~~Stricken~~ (*Committee*)

Abstract

Relating to moving consumer household goods in-state.

Provisions

1. Prohibits a Moving Company that provides moving services in-state from refusing to deliver a person's household goods or placing a lien on the goods. (Sec. 1)
2. Requires a Moving Company to accurately disclose all fees, rates and charges, including the scope of the insurance coverage for lost or damaged goods. (Sec. 1)
3. Asserts that any violation of the provisions are an unlawful practice of the Consumer Fraud Act, which the AG may investigate and take appropriate action. (Sec. 1)
4. Makes a violation subject to civil or criminal action and any other penalty provided by law.
5. Defines pertinent terms.

Current Law

Title 44, Chapter 10, Article 7, Consumer Fraud Act, stipulates the unlawful acts and practices that constitute a violation of Arizona law. [A.R.S. § 44-1522](#) states that any deception or unfair act or practice, fraud, misrepresentation or omission in the sale or advertising of merchandise is an unlawful practice whether or not a person has actually been misled, deceived or damaged. The AG may investigate and prosecute violations.

Additional Information

The [FMCSA](#) is the federal agency that regulates *interstate* moving companies and allows a consumer to verify that a mover is federally licensed. The website information and available booklets outline a consumer's rights and responsibilities, including remedies for violations of law.

In Arizona, the AG's [online website](#) provides information that applies before and after a move, cautioning consumers to know their rights, get on-site inspections and written estimates, ask about charges, and research the various available companies for licensing and complaint history. There is also information available for filing a complaint with that office. In cases where a moving company holds a person's goods hostage, requiring extra payment or cash payment before release of the goods, the AG advises the consumer to call the DPS hotline for assistance.

Prop 105 (45 votes) Prop 108 (40 votes) Emergency (40 votes) Fiscal Note