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DEPARTMENT OF TRANSPORTATION
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Docket Clerk, U.S. DOT Dockets
Room PL-401
400 Seventh Street, SW.
Washington, DC 20590-000 1

Re: Docket No. FHWA-97-2979:

Since it is impossible to access the documents referenced in the Federal Register or the Code of Federal Regulations on the Internet that pertain to the Docket No. FHWA-97-2979 I am not aware of the proposed regulations on household goods as they have been addressed.

I have however had experience transporting household goods and have been victimized by household goods movers. I am convinced there are inequities which need to be addressed.

This list is not in any order of rank of importance as to what I believe needs to be considered:

1. Movers contention that a suite of matching pieces is not one set but individual items.

Example: A living room suite of divan and two matching chairs moved, one chair was ruined and impossible to replace with a matching chair. Mover wanted to assume the liability of replacing the chair only - with one that did not match the suite of course.

2. Mover requiring payment with out disclosing the merchandise. They require payment before any inspection of the merchandise can be examined.

Example: Mover demanded payment and a signed affidavit that the merchandise had been received in good order before opening the van doors for even a partial inspection. They probably believed it to be a good idea since the piano was missing the referenced chair had been ruined because an icebox or some similar device had been stored on it. Several small items were missing **from** boxes marked and acknowledged by the mover that were never found.

3. Estimates far below actual revenue required. Movers are under no obligation to make appropriate estimates because actual charges are determined by the lawful tariff. The rate quoted per hundred pounds will be correct but an estimate of weight may be far below what an experienced mover knows the weight to be. Which results in an estimate much below the actual charges.
4. There should be a definitive time frame that differentiate between expedited service and carrier convenience. Many times expedited service is the tariff rate used but it is questionable that expedited service means delivery eight or ten days later.

Thanks for the opportunity,

Carter Hart
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