

What Do Movers Do If They Break Something During the Move?



Table of Contents

- [Are Movers Responsible if Something Breaks?](#)
- [What to Do If Something Is Damaged During Your Move](#)
- [When Is Damage Not Covered?](#)
- [Insurance Coverage at London Man Van](#)
- [FAQs – Broken Items During a Move](#)
- [Final Thoughts](#)

Are Movers Responsible If Something Breaks?

Yes — movers can be held responsible, but liability depends on the situation. At London Man Van, we provide:

- **Goods in Transit Insurance** (up to £15,000 cover)
- **Trained, insured professionals**
- **Transparent claims process**

Responsibility depends on whether our team handled the item, how it was packed, and if insurance terms were met.

What to Do If Something Is Damaged During Your Move

? Step 1: Report the Damage Immediately

Let our team know before they leave the premises. If the damage is reported later, unfortunately, we cannot accept responsibility.

? Step 2: Provide Evidence

Please send:

- Photos of the damage
- A brief explanation
- A reference to the item on your inventory list

Note: Items not on the inventory may not be covered.

? Step 3: Review of Responsibility

We assess if:

- Our staff handled the item
- It was packed professionally
- There was pre-existing damage

If our team is at fault, we'll take full responsibility.

When Is Damage Not Covered?

- **Self-packed items** – not covered by insurance.
- **Electronics without original boxes** – not eligible for claims.
- **Improperly packed items** – e.g. glassware in unpadded boxes.
- **Delayed reporting** – damage must be reported before the team leaves.

See full policy details in our [FAQ](#).

Insurance Coverage at London Man Van

Our Goods in Transit Insurance offers:

- Up to £15,000 coverage
- £250 excess per claim
- Protection during loading, unloading, and transit

? **Important:** Insurance applies only if you complete the [Inventory List Form](#) and meet all conditions.

Want to stay fully covered? Book our [professional packing service](#) to ensure eligibility for claims.

FAQs – Broken Items During a Move

What happens if movers break something during the move?

Professional movers review the damage, accept responsibility if at fault, and may offer repair or compensation. At London Man Van, we follow a transparent claims process backed by insurance.

Are moving companies liable for damaged items?

Yes — if their team caused the damage and the item was packed correctly, they're liable. But coverage depends on the moving company's policy and insurance terms.

How do I file a claim for damaged or broken items after a move?

- Report damage before movers leave
- Submit photos and item details
- Complete a damage review form

Claims after the move may not be accepted.

Do professional movers offer insurance for damaged belongings?

Yes — London Man Van includes Goods in Transit Insurance. For full protection, complete the inventory form and let us handle the packing.

What should I do if I notice damage after the movers have left?

Unfortunately, damage reported after the team leaves is not covered. Always inspect items before the movers leave and report any issues immediately.

Can I get compensation if movers break something valuable?

Yes — if it was properly packed and reported in time. Items must also be listed on the inventory. Proof of value may be required for high-value claims.

How can I prevent damage during a move?

- ? Use our professional packing service
- ? List all items in your inventory
- ? Choose appropriate insurance coverage

Final Thoughts

Even with professional movers, accidents can happen. At London Man Van, we offer fair and insured solutions if items are damaged. By using our packing services, completing your inventory form, and reporting issues on time, you ensure your belongings are protected.

Your belongings matter to us. That's why we take every step to ensure their safety — and resolve any issues promptly and professionally.

? Want peace of mind on moving day?

Choose London Man Van for a fully insured, professional move with a team you can trust.

? [Book Your Move Online](#)

? Or call [020 7060 4743](tel:02070604743) to speak with our team today!