**Section 1457.310 Definitions**

For the purpose of this Subpart:

 "Arbitration" means the process by which a dispute, which has been voluntarily submitted by a shipper to the Commission for resolution, is decided.

 "Carrier" or "household goods carrier" means a person or entity that engages in the for-hire intrastate transportation of household goods.

 "Dispute" means a disagreement between a shipper and a carrier relating to the propriety of charges for the services rendered, or loss of or damage to lading from the loading, unloading, or transportation of the lading.

 "Household goods" means the personal effects and property used or to be used in a dwelling, when a part of the equipment or supply of such dwelling.

 "Mediation" means the informal process, voluntarily agreed to by the shipper, by which a carrier and shipper attempt to achieve a mutually satisfactory resolution of a dispute with the assistance of a Commission-appointed mediator acting as a neutral, impartial, third party.

 "Shipper" means a person who utilizes the services of a carrier for the collect-on-delivery transportation of household goods.