

5931 Campus Circle Drive West, Irving, Texas 75063
Phone: 972.580.9000
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DEMA Show 2019
November 13-16, 2019
Orange County Convention Center
Orlando, FL

Choice of Destination

You can choose to ship to the Warehouse or Direct to the Exhibit Hall. Each destination has distinct advantages.

Why Ship to the Warehouse?

If time allows, shipping to the warehouse can be your best choice. It enables you to check on the arrival of your shipment at the warehouse and solve any problems that might occur en-route. Shipment to the warehouse also ensures that your exhibit will be in your booth location on the first or targeted day of set-up. There's no waiting time at the dock, which lessens the possibility of numerous delays. Refer to the Material Handling form for rates.

What do I Need to do to Ship to the Warehouse?

Be sure delivery takes place within the time frame specified (see Shipping Information form). There are no advantages to warehouse shipping if you cannot comply with the requirements.

1. Use the provided shipping labels, photocopies, or any other proper labeling method for shipment to the warehouse address. Use two labels per piece, and specify show name, exhibitor name and booth number.
2. Crate all machinery; the warehouse will not accept uncrated deliveries due to the difficulties in storing and handling them.
3. Consign the shipment to The Expo Group, using a standard Bill of Lading form.
4. Provide an office address and phone number where a responsible party may be reached should any problems arise en-route or at the warehouse.

Why Ship Direct?

Your shipment can arrive later when sent direct to the Exhibit Hall. There is also the benefit of reduced handling of your materials – no unloading and reloading at the warehouse. One setback to direct shipment you should keep in mind is the possibility of waiting time at the docks – some carriers will charge you for it, and you will be trading set-up time for unloading time. Refer to the Material Handling form for rates.

What to do for Direct Shipments?

1. Use the Exhibit Hall shipping address.
2. Make sure shipment arrives during scheduled move-in days and hours and at your targeted time if specified. There is no staff available to handle shipments arriving at other times.
3. Be prepared to have truck wait in line for unloading – most shows require truck check-in at a marshalling yard where paperwork and unloading order is established. If early unloading is necessary make sure the driver checks into the marshalling yard early.
4. Each exhibitor should insure materials from point of departure to point of return. Contact your insurance agent for a "rider" to your existing policy. Also be certain that the policy includes liability insurance.

IMPORTANT: Ship 'Pre-Paid.' 'Collect' charges will not be accepted at either destination (Warehouse or Direct to show site).

Outbound Shipments

1. Be prepared for the outbound shipment. Know your next destination and if you have a choice of carrier, be sure to contact them in advance. If you have a preferred specific carrier, other than TEG's specified carriers, you must contact them, and advise them of the truck check-in deadlines. Carrier information will also be available on-site at the Exhibitor Service Center.
2. Once you've packed up, submit an outbound Material Handling Agreement (available at Exhibitor Service Center) to The Expo Group. This will coordinate moving and loading procedures.
3. Once the Material Handling Agreement is submitted, your truck should be checked into the marshalling yard or freight desk before the deadline and be prepared to receive the shipment when your turn comes.
4. If your designated carrier does not check in at the marshalling yard or freight desk by the time specified in your Move-Out Letter (distributed at the show), your freight will be shipped by one of TEG's specified carriers.

IMPORTANT: Please do not leave material unlabeled at any time during the move-out. It may be presumed abandoned and/or mistaken for trash.

Shipping Information

The Expo Group has been designated as the official freight handling contractor with responsibility for unloading, delivery to booth, reloading, and processing of all exhibitors' freight shipments.

All shipments must be 'prepaid.' Shipments should be made on straight Bills of Lading, including correct weight, number of pieces, classification of shipments, and detailed information and instructions for handling of heavy equipment. Certified weight tickets must be submitted when recording shipments for unloading. To enable us to serve you better, copies of Bills of Lading should be sent to The Expo Group at our letterhead address or e-mail your Customer Account Manager.

All shipments not properly labeled (no company name, no booth #, no final destination) will be held in a "freight holding" area. Please check in at the Exhibitor Service Desk with your shipping information and paperwork.

In the event your materials are not received by The Expo Group, contact your carrier directly. Have your shipping pro number available before you call.

Use of couriers such as UPS, Federal Express, Airborne and DHL are not recommended. These carriers deliver freight in bulk and receive one signature for all shipments before the shipments are accounted for. The Expo Group is not responsible for shipments said to be delivered but not accounted for.

Attention International Exhibitors: Visit <https://www.ippc.int/> for details about new wood packaging materials regulations.

Weight Verification

All shipments to The Expo Group warehouse or showsite which arrive via common carrier, van line, or any closed bodied vehicle with dual wheels, must be weighed to ensure complete accuracy in preparation of your invoice.

The Expo Group asks that you please accompany all shipments with a certified weight ticket. Please have driver present this weight ticket upon checking in to be unloaded.
If you are using a privately owned vehicle (POV), or rental van, this does not apply.

Where certified weight tickets are not provided, receiver's estimates of weight will prevail.

Shipment of materials to the advance warehouse or direct to show site address indicates acceptance of all terms.

If you have any questions concerning the above policy, please do not hesitate to contact your Customer Account Manager (CAM).