

WHAT ARE FREIGHT SERVICES?

GEMS is the exclusive provider of material handling services. Material handling services include: unloading your exhibit material, storing for up to 30 days in advance at the warehouse address, delivering to the booth space, the handling of empty containers to and from storage, and removing of material from the booth for reloading onto outbound carriers. **Does not include the cost of shipping freight, carrier will bill charges separately.** There are two options for shipping: advance freight to the warehouse or directly to show site.

HOW DO I SHIP TO THE WAREHOUSE? (RECOMMENDED OPTION)

- Freight can begin arriving to the advanced warehouse 30 days prior to the show move-in.
- To trace a shipment's arrival, please call your project manager at the listed phone number.
- Warehouse receiving hours are daily Monday-Friday, 8:30AM-3PM, except Holidays.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise, and weight.
- Shipments received without receipts or freight bills, such as FedEx and UPS, will be delivered to booth without guarantee or piece count condition.
- Warehouse freight will be delivered to the designated booth space prior to exhibitor set up.

HOW DO I SHIP TO SHOW SITE

- Freight will be accepted only during designated exhibitor move-in hours.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise, and weight.
- Certified weigh tickets must accompany all shipments.
- Shipments received without receipts, freight bills or specified unit counts on the receipts or freight bills, such as UPS or van lines, will be delivered to the exhibitor's booth without guarantee of the piece count or condition. No liability will be assumed by GEMS for such shipments.

HOW SHOULD I LABEL MY FREIGHT

- The label should contain the exhibiting company name, the booth number and the name of the event.
- The specific shipping address for either the warehouse or show site is located on the labels found on the GEMS portal.
- Collect shipments will be returned to the delivery carrier.
- To ensure that your freight does arrive collect, mark your bill of lading "prepaid."
- "Prepaid" designates that the transportation charges will be paid by the exhibitor or a third party.

HOW DO I ESTIMATE MATERIAL HANDLING CHARGES?

- Charges will be based on the weight of your shipment. Each shipment received is billed individually and is subject to the applicable show weight minimum. The shipment weight will be rounded to the next 100 pounds. Each 100 lbs. is considered one "cwt: (one hundred weight) All shipments are subject to reweigh.
- Please pre-pay for material handling services via the GEMS portal and choose either the advance to warehouse or direct to shipment option.
- All shipments are subject to overtime charges if the shipments are received, loaded or unloaded during the overtime hours specified in the service manual. This includes both the warehouse & show site shipments.
- The above services are offered as a package and the charges will be based on total inbound weight of the shipment.

Please contact your Project Manager at the number listed on the GEMS portal with any questions.

WHAT HAPPENS TO MY EMPTY CONTAINERS DURING THE SHOW?

- Pick up "Empty Labels" at the GEMS Service Center. Place a label on each container. Labeled empty containers will be picked up periodically and stored during the event.
- Empty containers will be returned at the close of the show in random order.

PROTECT YOUR MATERIAL AFTER THEY'RE DELIVERED TO THE SHOW & BEFORE THEY ARE PICKED UP AFTER THE SHOW

- Consistent with trade show industry practices, there may be a lapse of time between the delivery of your shipment(s) to your booth and arrival. The same goes for the outbound of the show. During these times your freight will be unattended. We recommend that you have a representative to stay with your materials or hire security to safeguard your materials.

WHERE DO I GET A FORKLIFT?

- Forklift orders to install or dismantle your booth after materials are delivered may be ordered in advance or at show site. We recommend that you order in advance to avoid additional charges at show site.
- Start time is guaranteed only when equipment is requested for the start of the working day.

DO I NEED INSURANCE?

- Be sure your materials are insured from the time they leave your firm until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can be done by riders to your existing policies.
- All material handled by GEMS are subject to the Terms & Conditions.

HOW DO I SHIP MY MATERIALS AFTER THE CLOSE OF THE SHOW?

- Each shipment must have a complete Material Handling Agreement in order to ship materials from the show. All pieces must be labeled individually.
- To save time, submit the Request for Pre-Printed Outbound Material Handling Release/Labels on the GEMS portal, or you may visit the GEMS Service Center at show site for your shipping documents.
- After materials are packed, labeled, and ready to be shipped, the completed Material Handling Agreement must be turned in at the GEMS Service Center at the close of the show.
- Call your designated carrier with pick-up information. Please refer to the GEMS portal for specific dates, times and address for pick-up. In the event your selected carrier fails show by the final move-out day, your shipment will either be rerouted on the show carrier or delivered back to the warehouse at your expense.
- For your convenience, approved show carriers will be on site to book outbound transportation if you have not made shipping arrangements in advance.

OTHER FREIGHT SERVICES AVAILABLE

- Accessible storage at show site
- Short-term & long-term storage
- Priority Empty Return, as available per show

Please contact your Project Manager at the number listed on the GEMS portal with any questions.