



WHAT IS MATERIAL HANDLING? Material handling is the process of receiving your materials, either at the warehouse in advance of the show or at show site during move-in; delivering them to your booth; removing empty containers for storage during the show; returning the empty containers to your booth after the show; delivering your materials back to the dock; and loading for outbound shipping. Charges are determined by weight and ease of handling.

EMPTY REMOVAL INSTRUCTIONS

All exhibitors must have all crates tagged for empty storage by 1 hour prior to end of exhibitor move-in.

NOTE: Exhibitors will be subject to a surcharge of up to 20% of the total freight invoice if crates are not tagged for removal by set deadline.

Any shipment not handled by Heritage, but for which Heritage is required to handle storage of the empty shipping containers, a charge of \$50.00 per crate, case, box, or carton will be assessed.

CERTIFIED WEIGHT TICKETS

In the event that no weight tickets or inaccurate weight tickets are indicated on the delivery documents presented, Heritage shall estimate the weight or re-weigh, and charges shall be based upon the estimates. The estimated weight shall be final and binding if actual scale weight figures are not submitted prior to the close of the show. All shipments received at the warehouse and show site are subject to re-weigh. Heritage does not charge re-weigh fees, actual weight will be billed.

INSURANCE

It is understood that Heritage is not an insurer. Insurance, if any, should be obtained by the exhibitor. It is suggested that exhibitors arrange All Risk coverage. This can be done by endorsements to existing policies. Exhibitor's materials should be insured from the time they leave their firm until they are returned after the close of the show.

INBOUND SHIPMENT(S)

Consistent with trade show practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of the exhibitor or his/her representative. During this time, the materials will be left unattended. Heritage will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material after it has been delivered to the exhibitor's booth.

OUTBOUND SHIPMENT(S)

Heritage will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material between the time it is packed and when it is picked up and loaded. If found liable for any loss, Heritage's sole and exclusive MAXIMUM liability for loss or damage to EXHIBITOR'S materials and EXHIBITOR'S sole and exclusive remedy is limited to \$.30 (USD) per pound per article with a maximum liability of \$50.00 (USD) per item, or \$1,000 (USD per shipment), whichever is less.

**LIABILITY**

- Shipments delivered or consigned direct to the dock or warehouse address are subject to the following: Heritage shall not be liable for loss, damage or delay due to fire, acts of God, strikes or causes beyond its control. Furthermore, Heritage maximum liability is limited to \$0.30 per pound per article, with a maximum of \$50.00 per item or \$1,000.00 per shipment, while these goods and materials are in the warehouse or in vehicles during delivery to or from the convention facility.
- Heritage shall not be responsible for damage to uncrated materials, improperly packed materials or concealed damage.
- Heritage shall not be responsible for loss, theft, or disappearance of materials after same has been delivered to the exhibitor's booth.
- Collect shipments will not be accepted. Send freight prepaid.
- Direct carrier shipments must have certified weight tickets. If correct weights are NOT provided, receiver's estimates will prevail. Mixed shipments arriving on van lines must have certified weight tickets separating weights of crated items from loose and uncrated items. Weights not broken out will be charged at "loose and uncrated" rates.
- NO LIABILITY IS ASSUMED for shipments without receipts, freight bills, or specific counts such as UPS or van lines.
- Empty container labels will be available at Heritage Service Desk. Affixing the labels is the sole responsibility of the exhibitor or his representatives. All previous labels should be removed or obliterated. Heritage assumes no responsibility for:
 - Error to above procedures.
 - Removal of containers with old empty labels and Heritage labels.
 - Improper information on empty labels.
 - Material stored in containers with empty labels.
- To expedite removal of materials, Heritage shall have authority to change designated carriers.
- Heritage has Right of Preference into and out of show-site building to prevent tie-ups and provide an orderly operation for the show.
- Exhibitors have the responsibility of arranging for outgoing shipments.
- Make sure materials are properly crated and labeled before turning in Bills-of-Lading to freight desk. This prevents shipping out empty crates.
- Acceptance of Bills-of-Lading by Heritage freight desk does not represent acceptance of counts on the bill. All outgoing freight will be counted by designated carrier at the booth, notifying Heritage of any adjustments. Heritage is not responsible for security of exhibitor freight that is left unattended in the booth while waiting for the designated carrier.
- Heritage shall not be liable to any extent whatsoever for any actual, potential, or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss or damage to an exhibitor's materials which may make it impossible or impractical to exhibit same.
- Claims for loss or damage must be submitted to Heritage prior to the close of the Show. No suit or action shall be brought against Heritage more than one (1) year after the accrual of the cause of action.
- Any claims regarding material handling services will be adjudicated on its own merits and shall not impact payment for any other services due.

ALL CHARGES ARE THE RESPONSIBILITY OF THE EXHIBITING COMPANY FROM WHOM MATERIALS HAVE BEEN RECEIVED AND HANDLED.

HERITAGE RESERVES THE RIGHT TO SHIP MATERIALS WITH OFFICIAL SHOW CARRIER IF EXHIBITOR CARRIER DOES NOT CHECK IN BY THE APPOINTED DATE AND TIME.



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- **Crated:** Material that is skidded or is in any type of shipping container that can be unloaded at the dock with **no special handling required.**
- **Special Handling:** Applies to shipments that are loaded by cubic space and/or packed in such a manner as to require additional labor/handling, such as ground unloading, constricted space unloading, designated piece unloading, or stacked shipments. Also included are mixed shipments and shipments without individual bills of lading. Shipments loaded in this manner require additional time, labor, or equipment, to unload, sort and deliver. **Federal Express (FedEx), UPS, USPS and DHL are included in this category due to their delivery procedures.**
- **What about carpet/pad only shipments?** Shipments that consist of carpet and/or carpet padding only require additional handling because of additional labor and equipment to unload.
- **What is a Small Package?** (30lbs. maximum per package) Letters or small packages received at show-site **during show hours only.**
- **What is a Cartage Company?** Freight forwarders, as well as, other carriers, will often outsource the delivery of their freight to third party cartage companies. Cartage companies provide local pick-up and delivery services to and from the event venue, as well as, other locations. In most cases, cartage companies will consolidate shipments from multiple carriers onto a single truck. Due to their loading/unloading procedures, these shipments may fall into the additional handling category.
- **What is Ground Loading/Unloading?** Vehicles that are not dock height, preventing the use of loading docks, such as U-hauls, flat bed trailers, double drop trailers, company vehicles with trailers that are not dock level, etc.
- **What is Constricted Space Loading/Unloading?** Trailer loaded “high and tight” shipments that are not easily accessible. Freight is loaded to full capacity of trailer - top to bottom, side to side. One example of this is freight that is loaded down one side of a trailer that must be bypassed to reach targeted freight.
- **What is Designated Piece Loading/Unloading?** Drivers that require the loading crew to bring multiple pieces of the freight to the rear of the trailer to select the next piece, having to remove freight from the trailer then reload to fit or the trailer must be loaded in a sequence to ensure all items fit.
- **What is Alternate Delivery Location?** Shipments that are delivered by a carrier that requires pieces to be delivered to different areas/levels in the same building, or to other venues (such as a hotel near an event venue).
- **What are Stacked Shipments?** Shipments loaded in such a manner requiring multiple items to be removed to ground level for delivery to booth. Stacked or “cubed out” shipments, loose items placed on top of crates and/or pallets constitute special handling.
- **What are Multiple Shipments?** Multiple shipments on a truck do not automatically indicate special handling, unless the shipments are mixed on the truck, failing to maintain shipment integrity and/or have multiple deliver areas.
- **What are mixed shipments?** Mixed shipments are defined as shipments of mixed crated and uncrated goods, where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment, but does require special handling.
- **What does it mean if I have No Documentation?** Shipments arrive from a small package carrier (including, among others, Federal Express [FedEx] and UPS) without an individual Bill of Lading, requiring additional time, labor and equipment to process.
- **What is Inbound?** Shipments being sent to a warehouse for advance receiving or to show site.
- **What is Outbound?** Shipments leaving show site and being sent to another destination.
- **What is Off Target?** Used when there is a specific date and time that an exhibitor must move in by and is missed.
- **What is a Marshaling Yard Fee?** A marshaling service has been established to ease congestion at the facility and better utilize dock space. All carriers and privately owned vehicles must **check in** at the marshaling location prior to unloading/loading. Use of the marshaling yard, daily or overnight, will be billed accordingly.
- **What is Overnight Parking Fee?** There is a fee for parking at the marshaling yard. This is for exhibitors with company owned trailers and box trucks only. **Any vehicles left without a parking pass will be towed at owner’s expense.**
- **What are Shipments Returned to Warehouse?** Shipments returned to the warehouse at close of show will be charged an additional fee of \$50.00 per CWT (2500lb. min.). Shipments not picked up from the warehouse within 72 hrs. will be charged for storage by Heritage.

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MATERIAL HANDLING SERVICES

CRATED: Material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.

SPECIAL HANDLING: Material delivered by a carrier in such a manner that it requires additional handling, such as ground unloading, stacked or constricted space unloading, designated piece unloading, shipment integrity, alternate delivery location, loads mixed with pad wrapped material, carpet and/or pad only shipments, no documentation and shipments that require additional time, equipment or labor to unload. Federal Express, UPS & DHL are included in this category due to their delivery procedures.

UNCRATED: Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting points.

Rate Classifications	Description	Price per CWT	200 lb Minimum
	Warehouse Shipment (200 lb Minimum)		
	Crated or Skidded Shipment	\$72.50	\$145.00
	Special Handling Shipment	\$87.00	\$174.00
	Crated or Skidded after 12/30/2024 deadline date	\$90.63	\$181.26
	Special Handling Shipment after 12/30/2024 deadline date	\$108.75	\$217.50
	Show Site Shipment (200 lb Minimum)		
	Crated or Skidded Shipment	\$76.50	\$153.00
	Special Handling Shipment	\$91.80	\$183.60
	Uncrated or Pad Wrapped Shipment	\$107.10	\$214.20
		Small Package—Maximum Weight is 30 lbs per Shipment	\$25.00

*A small package shipment is a shipment totaling any number of pieces with a combined weight not to exceed 30 lbs that is received on the same day, from the same shipper and delivered by the same carrier.

**Warehouse Shipments will be received Monday through Friday between the hours of 10:00a.m. and 4:00 p.m.

ROUND UP TO NEXT CWT (2CWT MINIMUM)

Description / Number of Pieces	Weight	÷ 100 =	CWT	x	Price per CWT	=	Estimated Total Cost (200 lb. min)
<i>example: Special Handling</i>	467	÷ 100 =	5		\$168.90		\$844.50
		÷ 100 =					
		÷ 100 =					
		÷ 100 =					
		÷ 100 =					
TOTAL							

Please see the Terms and Conditions page for full explanation of our policy on cancellations and changes.

Certified weight tickets and proper documentation will be required on all loads containing machinery/equipment. Any shipments containing a mixture of exhibit material and machinery/equipment not accompanied by separate certified weight tickets will be charged at the prevailing exhibit material rates. All machinery/equipment shipments not crated or skidded or without proper lifting bars or hooks will be considered uncrated exhibit material and charged at the appropriate prevailing rate.

Exhibiting Company _____

Contact Name _____ Booth# _____

Phone # _____ Email _____

Please fax or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.