



**Shepard Exposition Services**

1531 Carroll Drive, NW  
Atlanta, GA 30318

Customer Service Phone: (404) 720-8600  
Customer Service Fax: (404) 720-8755  
Customer Service Email: [custsvcs@shepardes.com](mailto:custsvcs@shepardes.com)  
Event Code: G135640509

**SHOW INFORMATION**

**Pets & More Expo**  
**May 1-3, 2009**  
**North Atlanta Trade Center**  
**Norcross, Georgia 30093**

**BOOTH PACKAGE**

Items provided in your booth, per exhibitor: 8'H Backwall Drape; 3'H Sidewall Drape  
(1) 7" x 44" Identification Sign  
(1) Red Skirted Table  
(2) Side Chairs  
(1) Wastebasket

Show drape color(s): Red & Black  
Aisle carpet color: Facility is not carpeted.

**EXHIBIT SHOW SCHEDULE**

Exhibitor Move-in:	Thursday	April 30, 2009	1:00 PM - 6:00 PM
Exhibit Hours:	Friday	May 1, 2009	10:00 AM - 6:00 PM
	Saturday	May 2, 2009	10:00 AM - 7:00 PM
	Sunday	May 3, 2009	11:00 AM - 4:00 PM
Exhibitor Move-out:	Sunday	May 3, 2009	4:00 PM - 7:00 PM
Freight Re-route Time:	Sunday	May 3, 2009	8:00 PM

**IMPORTANT DEADLINES**

Exhibitor appointed contractor notification deadline: Wednesday, April 01, 2009  
Discount price deadline for all Shepard orders: Friday, April 24, 2009  
First day for warehouse deliveries without a surcharge: Wednesday, April 01, 2009  
Last day for warehouse deliveries without a surcharge: Friday, April 24, 2009  
First day freight can arrive at show facility: Thursday, April 30, 2009 at 1:00 PM

**SHIPPING ADDRESSES**

**Advance Shipments Address**

[Exhibiting Co. Name & Booth Number]

Pets & More Expo  
c/o Shepard Exposition Services  
1531 Carroll Drive  
Atlanta, GA 30318  
404-720-8600

**Direct Shipments Address**

[Exhibiting Co. Name & Booth Number]

(Company Name, Booth #)  
Pets & More Expo  
North Atlanta Trade Center  
1700 Jeurgens Ct  
Norcross, GA 30093

ALL UTILITY AND ANCILLARY FORMS SHOULD BE FAXED TO THE NUMBER INDICATED ON FORM. PLEASE DO NOT SEND UTILITY AND/OR ANCILLARY FORMS TO SHEPARD.



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**Discount Deadline: April 24, 2009**

# PAYMENT AUTHORIZATION

## Pets & More Expo

May 1-3, 2009

North Atlanta Trade Center

Norcross, Georgia 30093

Please complete the information requested below and return this form with your orders. You may choose to pay by credit card, check payable to Shepard Exposition Services, or bank wire transfer. However, we require your credit card authorization to be on file before we process your order(s) for service. We will use this authorization to charge your credit card account for any additional amounts incurred as a result of show site orders placed by your representative to include material handling charges for shipments received on your company's behalf and any unpaid balance due for Shepard services. **Credits for services will be issued at showsite only.**

### WIRE TRANSFER

In order to accurately process the transfer of funds from your account, please complete the following information and fax it along with a copy of the wire receipt to the fax number printed on the header of this page. A \$50 service charge will be added for processing checks drawn on foreign banks. A \$25 service charge will be added for processing U.S. wire transfers. \$50 service charge for international wire transfers.

The following information must be included on the bank copy of the wire transfer confirmation:

Name of show that you are attending - **Pets & More Expo**

Exhibiting company name

Booth number

Account Name: Shepard Exposition Services, Inc. Bank Name: Bank of America, Atlanta, Georgia USA

Routing Number: 0260-0959-3 Account Number: 3278494077

SWIFT CODE (US): BOFAUS3N SWIFT CODE (INTL): BOFAUS6S

If payment is not received by the date shown above, I hereby agree to have the balance owed to Shepard Exposition Services, Inc. charged to the credit card indicated in the next section.

### CREDIT CARD INFORMATION

Type of Card:



Credit Card #:

Expiration Date:

Month Year

Billing Address:

Security Code:

City, ST, Zip:

Name on Card:

Authorized Signature:

### EXHIBITING COMPANY INFORMATION

Please fill out the following information:

COMPANY NAME:

BOOTH #

COMPANY ADDRESS:

PHONE:

CITY, ST, ZIP:

FAX:

CONTACT NAME:

EMAIL:



### PAYMENT POLICY

**Show Site Orders:** Services ordered at show site will require full payment at the time the order is placed. Purchase orders may not be used in lieu of payment. Regular prices will apply to all show site orders. Floor orders are limited to availability.

**Third Party Orders:** If you contract your work to a display or exhibit house and require services from Shepard, the payment policy stated above applies. Please pass this information on to them. A Third Party Payment form must be completed and submitted three weeks prior to show opening.

**Invoices:** Prior to close of show, an invoice will be prepared and delivered to your booth for your review. Credits will be issued at show site only. If you have any questions, or want to pay your invoice by check or cash, please see our customer service representatives at the service desk on site.

**Charges:** All charges, regardless of amount, must be paid in full by cash, check or credit card. If credit card method is used, please ensure that the card limits are high enough to cover your expected charges.

**Past Due Accounts:** The buyer understands that there will be a 1 1/2% monthly (18% per year) finance charge on past due accounts and agrees to pay all costs incurred by Shepard Exposition Services while endeavoring to collect this account.

**Outbound Services:** All outbound services will be processed on your credit card. A copy of the receipt and invoice will be mailed within 10 days of the close of the show.

**International Customers:** International customers must pay for all services in U.S. funds. A \$50 service charge will be added for processing checks or wire transfers drawn on foreign banks.

**U.S. Wire Transfers:** A \$25 service charge will be added for processing U.S. wire transfers. Please complete the wire transfer portion of the Payment Authorization form. The credit card portion of the form must still be completed before your order will be processed.

**Tax Exempt Status:** If you are tax exempt in the state where the show is held, a copy of the certificate must accompany your order.

**Rental Responsibility:** All materials are on a rental basis and shall remain the property of Shepard. The customer shall be held financially responsible for any damage to Shepard equipment used by the customer.

**Price Quotes:** Prices quoted are for the duration of the show and include installation, rental, and removal, except where indicated.

**Default Colors:** If skirting and carpet colors are not selected, show colors will prevail.

**Exchanges and Cancellations:** Onsite exchanges and cancellations in orders will be assessed a 100% pick-up fee.

### DEFINITIONS AND SHEPARD RESPONSIBILITIES

The name "Shepard" shall be construed within the meaning of this contract as Shepard Exposition Services, Inc. and its employees, officers, agents, and assigns including any subcontractors Shepard may appoint. The term "exhibitor" refers to any party who contracts for services with Shepard. Shepard shall be responsible only for those services which it directly provides, and hereby agrees to execute its contracted duties in good faith. Shepard assumes no responsibility for any person, parties, or other contracting firms not under Shepard's direct supervision and control. Shepard shall not be responsible for loss, delay or damage due to strikes, lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failures, acts of terrorism or war, or any other causes beyond Shepard's reasonable control; or for ordinary wear and tear in the handling of materials. Due to the security and liability requirements, Shepard personnel will unload all vendor materials from the loading docks to the booths.

### INDEMNIFICATION

The exhibitor agrees to indemnify, forever hold harmless and defend Shepard and its employees, officers and agents from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgments, and expenses on account of personal injury or death, damage to or loss of property or profits arising out of, or contributed to by any of the following: (1) exhibitor's negligent supervision of any labor secured through Shepard or the negligent supervision of such labor by any of the exhibitor's employees, agents, representative, invitees, and/or exhibitor appointed contractor (EAC); (2) exhibitor's negligence, willful misconduct, or deliberate act, or such actions of exhibitor's employees, agents, invitees, representatives, or EACs at the show to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration or negligent handling of Shepard equipment; or (3) exhibitor's violation of Federal, State or Local ordinance; or violation of show regulations and/or rules as published by the Facility and/or Show Management.

### CLAIM(S) FOR LOSS AND PAYMENT FOR SERVICES

Exhibitor agrees that any and all claims for loss or damage shall be submitted to Shepard prior to the conclusion of the show when alleged loss or damage occurred prior to that time, and in all cases within 30 days of the conclusion of the show. For claim reporting purposes, the "conclusion" of the show shall be construed as the end of the day on which exhibitor must vacate the show site. All Claims reported after the 30-day period will be rejected. In no event shall a suit or action be brought against Shepard more than one year after the date that loss or damage occurred. Payment for services may not be withheld. In the event of any dispute between Shepard and the exhibitor relative to any loss or damage claim, the exhibitor shall not be entitled to, and shall not withhold payment for Shepard services as an offset against the amount of the alleged loss or damage. Any claim against Shepard shall be considered a separate transaction and shall be resolved on its own merit.

### SHEPARD'S LIMITS OF LIABILITY

If found liable for any loss or damage, Shepard's sole and maximum liability for loss or damage to exhibitor's materials will be limited to the repair or replacement with like kind and quantity, subject to a dollar amount not to exceed \$5.00 (five dollars) per pound based on the weight of the articles for which Shepard specifically acknowledges receipt in writing. Shepard shall in no event be liable for collateral, exemplary, indirect costs or damages, or loss of sales resulting from, or related to, a claim for loss of or damage to material.

### INBOUND AND OUTBOUND SHIPMENTS

Consistent with trade show industry 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 representative. During such time, the materials will be left unattended. Shepard is not, and cannot be, responsible for loss, damage, theft, or disappearances of exhibitor's materials after same have been delivered to the exhibitor's booth. Similarly, there may be a lapse of time between the completion of packing and the actual pick up of exhibitor's materials from the booth for loading onto a carrier. During such time, the materials will be left unattended. Shepard shall not be responsible for loss, damage, theft, or disappearance of exhibitor's materials before same have been picked up for loading after the show. All materials will be checked at the booth at the time of loading using document(s) submitted by the exhibitor and notations of exceptions to conditions of materials, or piece counts will be made on said document. Shepard assumes no responsibility for loss, damage, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's appointed carrier or agent for transportation after the show. Shepard loads materials onto the carrier's truck under the supervision of the carrier driver who checks and signs for the materials. Shepard assumes no liability for any materials after the carrier assumes custody of materials. If exhibitor's designated carrier fails to show by the moveout deadline after a show, Shepard shall have the authority to route exhibitor's shipment via an alternate carrier, or return shipment to a local warehouse for disposition at exhibitor's expense.

### PACKAGING, CRATES, AND EMPTY CONTAINERS

Shepard shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped, or shrink-wrapped materials. Shepard shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. Shepard shall not be responsible for crates and packaging unsuitable for handling, partially assembled, or having prior damage. Affixing "Empty" storage labels to containers is the sole responsibility of the exhibitor or his representative. All previous labels should be removed. Shepard assumes no responsibility for removal or misdelivery of containers with old labels or incorrect information on labels or for loss or damage to materials stored in containers labeled "empty."



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Event Code: G135640509

**Discount Deadline: April 24, 2009**

**ORDER FURNISHINGS & SERVICES**

**Pets & More Expo**  
**May 1-3, 2009**  
**North Atlanta Trade Center**  
**Norcross, Georgia 30093**

**TABLES - ALL DISPLAY TABLES ARE 24" WIDE**



Choose drape color (place color code next to order):

- Red (01)      Gold (04)      Burgundy (07)  
Green (02)    Blue (05)      Grey (10)  
White (03)    Black (06)     Teal (13)

**SKIRTED TABLES**

Code	Qty.	Color	Size	Discount	Regular	Amount
50042			4'L X 30"H	108.35	140.85	
50046			6'L X 30"H	126.55	164.50	
50050			8'L X 30"H	156.50	203.45	
50043			4'L X 42"H	119.85	155.80	
50047			6'L x 42"H	156.50	203.45	
50051			8'L x 42"H	180.55	234.70	
50052			4th Side 30"	57.80	75.15	
50171			4th Side 42"	57.80	75.15	

Tables are 3-sided draped, must order 4th side for all sides to be draped.

**UNSKIRTED TABLES**

Code	Qty.	Size	Discount	Regular	Amount
50040		4'L X 30"H	59.65	77.55	
50044		6'L X 30"H	69.80	90.75	
50048		8'L X 30"H	84.00	109.20	
50041		4'L X 42"H	67.15	87.30	
50045		6'L x 42"H	84.00	109.20	
50049		8'L x 42"H	94.45	122.80	

Code	Qty.	Item	Discount	Regular	Amount
<b>Installation/Dismantling Labor Rates</b>					
68060		ST	56.00	72.80	
68061		OT	84.00	109.20	
68062		DT	112.00	145.60	

If exhibitor will not be present for installation/dismantling, add 30% for each (or \$60 for each minimum).

I will need labor for (please check one):

- Installation     Dismantling     Both Install/Dismantle

**Please note: Labor is non-taxable for this show.**

**Labor Hours**  
ST - Straight time: Monday-Friday, 8:00 AM - 5:00 PM  
OT - Overtime: Monday-Friday, 5:00 PM - Midnight; Saturday, 8:00 AM - Midnight  
DT - Double time: All other hours and holidays

Please complete the following:

**Company Name:** \_\_\_\_\_ **Booth #:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_  
**Authorized Signature:** \_\_\_\_\_

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.

Must order by discount deadline date to receive discounted pricing. Payment Authorization must be completed and returned with order.

There are no exchanges or refunds once item has been delivered to your booth. Cancellation must be received 24 hours prior to first exhibitor move-in day.

**STANDARD ACCESSORIES**



Code	Qty.	Item	Discount	Regular	Amount
50020		Side Chair	53.45	69.50	
50024		Stool w/back	69.50	90.35	
50091		Wastebasket	16.60	21.60	
50245		Literature Rack	168.80	219.45	
50094		Floor Easel	31.55	41.00	
50175		Bag Rack	121.20	157.55	
50093		Garment Rack	121.20	157.55	

Literature rack styles may vary based on location and availability.

**Material Handling Services**

Weight	Description			Price	Total
<b>Direct Shipments to Showsite</b>					
	\$52.00	\$78.00	\$67.50		
	Crated	Uncrated	Special Handling		
	35030	35043	35038		
<b>Advance Shipments to Warehouse</b>					
	\$56.00	\$72.75			
	Crated	Special Handling			
	35010	35036			
<b>Pieces</b>	<b>Specialized Carrier Shipment (small packages under 50 lbs.)</b>				
	\$28.00	\$56.00			
	Each carton	Min. per shipment			
	35048	35045			

As the general contractor, Shepard will be providing material handling services. Please let us know if you will be shipping to our advance warehouse or direct to showsite.

- I will be shipping to Advance Warehouse  
 I will be shipping Direct to Showsite

**Please note: material handling is non-taxable for this show.**

Subtotal:	\$
6.000% Tax:	\$
Amount Due:	\$

# SHIPPING LABELS


Pets & More Expo

## ADVANCE SHIPPING ADDRESS LABELS

<b>R U S H</b>	
	<b>ADVANCE WAREHOUSE</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>C/O: Shepard Exposition Services</b> <b>1531 Carroll Drive</b> <b>Atlanta, GA 30318</b> <b>404-720-8600</b> <b>Delivery Hours: M-F, 8-4:30 PM</b>
	For: <b>Pets &amp; More Expo</b>  First day freight can arrive w/o a surcharge April 1, 2009 Last day freight can arrive w/o a surcharge: April 24, 2009

<b>R U S H</b>	
	<b>ADVANCE WAREHOUSE</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>C/O: Shepard Exposition Services</b> <b>1531 Carroll Drive</b> <b>Atlanta, GA 30318</b> <b>404-720-8600</b> <b>Delivery Hours: M-F, 8-4:30 PM</b>
	For: <b>Pets &amp; More Expo</b>  First day freight can arrive w/o a surcharge April 1, 2009 Last day freight can arrive w/o a surcharge: April 24, 2009

## DIRECT TO SHOW SITE SHIPPING ADDRESS LABELS

<b>R U S H</b>	
	<b>DIRECT TO SHOW</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>C/O: SHEPARD EXPOSITION SERVICES</b> <b>North Atlanta Trade Center</b> <b>1700 Jeurgens Ct</b> <b>Norcross, GA 30093</b>
	For: <b>Pets &amp; More Expo</b>  MUST NOT BE DELIVERED PRIOR TO: <b>April 30, 2009 @ 1:00 PM</b>

<b>R U S H</b>	
	<b>DIRECT TO SHOW</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>C/O: SHEPARD EXPOSITION SERVICES</b> <b>North Atlanta Trade Center</b> <b>1700 Jeurgens Ct</b> <b>Norcross, GA 30093</b>
	For: <b>Pets &amp; More Expo</b>  MUST NOT BE DELIVERED PRIOR TO: <b>April 30, 2009 @ 1:00 PM</b>



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# MATERIAL HANDLING INFORMATION

**Pets & More Expo**

May 1-3, 2009

North Atlanta Trade Center

Norcross, Georgia 30093

## MATERIAL HANDLING INFORMATION & ADDITIONAL CHARGES

### **SPECIAL HANDLING**

**Rate as shown on Material Handling Authorization Form**

The standard material handling applies to shipments that can be readily handled off or onto a truck using a conventional forklift or pallet jack equipment without rehandling. A special handling charge applies if your shipment requires extra labor for stacking or unstacking containers on a truck (cubic loading), taping or untaping freight or containers, or rigging pieces for loading or unloading on a truck or from the ground, or other circumstances requiring the rehandling of materials.

### **OVERTIME**

**Surcharge: 30%**

**35301**

Based on show move-in/move-out schedule and/or late driver check-in, an overtime surcharge per occurrence applies to shipments handled at show site during overtime hours. Your advance warehouse shipments may be received during straighttime, but due to scheduling conflicts beyond Shepard's control may be moved into the exhibit hall on overtime. Any additional overtime charges will be invoiced at show site and are subject to change pending move-in/move-out schedules. Handling times will be documented on shipping documents. Drivers picking up outbound shipments will be sequenced for loading ONLY after a bill of lading is submitted to the Shepard Service Desk AND the driver has checked in.

### **LATE SHIPMENTS**

**Surcharge: 25%**

**35003**

A surcharge will apply to shipments not arriving within the published dates (refer to Show Information page for dates) for advance warehouse or arriving on show site after show opening.

### **UNCRATED SHIPMENTS**

**Rate as shown on Material Handling Authorization Form**

An additional charge of 50% (or as stated on Material Handling Authorization page) of the applicable material handling charge at the time of delivery shall be charged for all loose, uncrated, or unprotected shipments received at the show site docks. The charge is a one-time charge that includes both move-in and move-out of the show, and is based on the weight of the shipment handled.

### **OFF-TARGET DELIVERIES**

**Surcharge: 15%**

**35004**

For targeted shows (exhibitors who received/requested a Targeted Date/Time), a surcharge will apply if shipment is not delivered (or carrier has not checked in) during assigned target date/time.

### **PADDED VAN DELIVERIES**

**Surcharge: \$8.00/CWT**

**35041**

A padded van surcharge applies to van line carriers that transport freight at cubic displacement rates, operate a non-standard dock height equipment, require freight on the truck to be unloaded in a specific order or orientation, or require that freight on the truck be moved to unload the actual delivery.

### **MARSHALING YARD**

**Surcharge: Maximum \$20.00**

**35250**

Where Shepard Exposition Services as the show contractor must lease space for marshaling yard operations because no space is provided by the facility, Shepard may charge a fee per shipment processed through the marshaling yard.

### **REWEIGH OF SHIPMENTS**

**Surcharge: \$25.00 per forklift load**

**35282**

An additional charge per forklift load will be applied to shipments that have to be reweighed at the dock due to the lack of a certified weight ticket, or an incorrect or understated weight on a delivery document.

### **EMPTY CRATE STORAGE**

**Surcharge: \$10.00 per piece, Minimum \$40.00**

**35105**

A charge per crate, carton or skid applies when Shepard handles the storage and return of empties from a shipment not received by Shepard and therefore not subject to material handling charges.

### **ENVELOPE DELIVERIES**

**Surcharge: \$10.50 per envelope**

**35007**

During show hours at the show facility, a charge will apply to receiving and delivering envelope packages to your booth.

### **SECURED STORAGE**

**Surcharge: \$.80/sq. ft., Minimum \$20.00 Min. one-hour labor fee for each trip**

**35400**

Only Shepard personnel have access to secured storage. A minimum one-hour material handler charge at show rates will apply each time material is handled to or from storage. There is no charge to return materials to your booth at the close of the show.

### **ACCESSIBLE STORAGE**

**Surcharge: Based on applicable Labor rate (refer to labor order form).**

**35166**

Accessible storage will be accessible during the show, but not necessarily by exhibitors. There will be no charge to return material to the booth at the close of the show.

### **WAREHOUSE STORAGE**

**Surcharge: Minimum one-hour labor fee for each trip**

Shipments arriving at the warehouse more than 30 days ahead incur storage fees. Transportation of freight to the warehouse after the show at the exhibitor's request incurs "return to warehouse" (RTW) fees and storage fees.

#### **Return to Warehouse Service Fee**

**Surcharge: \$20.00 per CWT, Minimum \$400.00**

**35005**

(crated materials only, uncrated materials will not be accepted at warehouse)

#### **Storage per month**

**Surcharge: \$10.00 per CWT, Minimum \$100.00**

**35006**

### **MOBILE SPOTTING FEE**

**Surcharge: \$150.00 round trip**

Vehicles operated by exhibitors may be allowed on the exhibit hall floor for loading or unloading, if Shepard determines such activity to be operationally feasible and safe. All vehicles operated on the exhibit hall floor must be escorted by Shepard personnel. In such cases, a MOBILE SPOTTING FEE will be charged. All local fire marshal rules and regulations apply. Please call customer service for details.

If you have any questions about material handling, please contact Shepard Customer Service department.



**MATERIAL HANDLING Q&A**

**What is material handling (also referred to as drayage)?**

Material handling is the process of unloading your freight from your shipping carrier, either at the warehouse or show site, delivering it to your booth, storing your empty containers (empties) if required, returning of your empties at the close of show, and then reloading your freight back onto your shipping carrier.

**What is the definition of "freight"?**

Any exhibit materials that are shipped or delivered to the advance warehouse or show facility via shipping carrier, POV, or delivery truck.

**What is a "certified weight ticket"?**

A printed weight ticket from a scale certified or inspected by a government authority such as the Dept. of Agriculture, indicating the date weighed, the weight of the shipment and the vehicle ID of the unit being weighed.

**IMPORTANT FACTS ABOUT ADVANCE SHIPMENTS**

**What are advance shipments?**

All shipments that are addressed to the advance warehouse address (please refer to "Advance Warehouse" shipping labels included in this manual).

Shepard will begin accepting your shipments 30 days prior to first show open day (date may vary depending on show schedule).

The warehouse will receive shipments Monday-Friday, 8:00am - 4:00pm, excluding holidays.

Shipments must arrive by advance warehouse deadline date to avoid a late surcharge. (Please refer to the "Show Information" page included with this manual for deadline date.)

Crates, cartons, skids, fibercases, and carpets can be accepted at the warehouse, but DO NOT ship crates weighing over 5,000 lbs., loose/uncrated shipments and/or machinery to warehouse. You must ship those items direct to show site.

All shipments must have a bill of lading or delivery slip indicating number of pieces and weight. **Certified weight tickets required.**

All shipments must be prepaid, no collect on delivery shipments will be accepted.

**MATERIAL HANDLING CHARGES**

**What determines how much I'm charged?**

Charges are based off the weight from your inbound weight ticket included with your shipment.

**How do I calculate material handling charges?**

Material handling services, whether used completely, or in part, are offered as a package. When recording weight, round up to the next 100 lbs. For example: 285 lbs. = 300 lbs./100 lbs. = 3 X RATE = \$ Amount or minimum charge, whichever is greater.

**Will there be any additional charges?**

Additional charges may apply. Please review the Material Handling Authorization and Material Handling Additional Services forms included in the manual for all applicable fees.

**SPECIALIZED CARRIER (SMALL CARTON CARRIER)**

**What are specialized carrier shipments?**

Shipments that arrive via small package carrier such as FedEx Express Service, UPS small package service or DHL small package service **AND** do not have a **certified weight ticket** included with shipment. This applies to packages weighing under 50 lbs.

**How do I calculate my specialized carrier shipment?**

Charges for specialized carrier shipments are based on per carton, per delivery.

Example: I'm shipping 3 packages via FedEx, how much will I be charged?

$$3 \times \text{per carton rate} = \$ \text{amount charged (plus any additional fees that may apply)}$$

Please be advised that your whole shipment may not arrive to its destination at one time. Therefore you may be charged per each delivery, and minimum charges may apply.

**CRATED~UNCRATED~SPECIAL HANDLING**

**What are CRATED materials?**

Materials delivered that are skidded or in a container that can easily be unloaded/reloaded with no special handling required.

**What are UNCRATED materials?**

Materials delivered that are loose, pad-wrapped or unskidded without proper lifting bars and/or hooks.

**What is SPECIAL HANDLING?**

Shipments delivered that require extra labor for stacking or unstacking containers on a truck (cubic loading), tarping or untarping freight or containers, or rigging pieces for loading or unloading on a truck or from the ground, or other circumstances requiring the rehandling of materials.

**What is the difference between material handling and shipping?**

**Shipping** is the process of carrying your shipment from your location, pick-up area to it's destination and also the process of returning your shipment back to your location after the close of the show. **Material handling** begins at the time your shipment arrives to the docks (please refer to "What is material handling?" for the full definition.)

**Do I need to order a fork lift to unload or reload my freight?**

No, please do not order a forklift for unloading/reloading of your materials.

**What does CWT mean?**

CWT is an acronym for Century Weight, therefore it means per 100 lbs.

**IMPORTANT FACTS ABOUT DIRECT SHIPMENTS**

**What are direct shipments?**

All shipments that are addressed directly to the exhibit facility (please refer to "Direct to Show" shipping labels included in this manual).

Shipments must arrive during exhibitor move-in times only. Do not ship direct to show site in advance. If delivery cannot be guaranteed to arrive during exhibitor move-in, shipment must go to advance warehouse.

All shipments must have a bill of lading or delivery slip indicating number of pieces and weight. **Certified weight tickets required.**

Crates weighing over 5,000 lbs. or loose/uncrated shipments must be shipped direct to show site to arrive during exhibitor move-in times.

All shipments must be prepaid, no collect on delivery shipments will be accepted.

**SIGNATURE SERIES SHIPPING**

**How can I make shipping my show materials easier?**

Signature Series Shipping will make it easier, and here's why:

- ~ Receive a 10% discount off of material handling rates (restrictions apply).
- ~ Worry-free shipping to and from your show.
- ~ Priority Empty Service - priority of empty return at the close of show
- ~ Volume discounted shipping rates
- ~ Charges will be billed to your show invoice-one less invoice/bill to keep track of.
- ~ No driver wait fees.

**LIABILITY INSURANCE**

**What is and why would I need liability insurance?**

Accidents happen, therefore, most show organizers and facilities require liability insurance. Please refer to your booth contract for exact minimums required.

Please make sure your materials are covered from the moment they leave your company location to the time they return after the close of the show.

If applicable, included in your manual is information and an application for liability insurance and booth coverage can also be purchased to protect your valuable exhibit materials.

**OUTBOUND SHIPMENTS**

You must complete a Shepard Material Handling Agreement (MHA) for all outbound shipments. A MHA will be distributed at show site if all services have been paid in full, or you can request one at the customer service desk.

Upon completion of packing and labeling of your materials, complete the bill of lading with all required information, and return to customer service. If you have questions on how to complete your bill of lading, please ask a Shepard customer service representative located at the customer service desk.

If you are NOT using the designated shipping carrier, you must call your carrier with pick-up information. If your carrier fails to pick up your shipment, Shepard will either reroute your freight through the carrier of our choice or return to the local warehouse (whichever is indicated on your MHA).