

# Material Handling Information

As the General Service Contractor / Official Drayage Contractor for this show, Hargrove, LLC ("Hargrove") will schedule the moving in and out of all Exhibitor Material. All shipments, if it is possible, should be received at Hargrove's warehouse prior to the published deadline date. Shipments received at Hargrove's warehouse after the delivery deadline will incur an additional 50% (late-to-warehouse) charge. Refer to Hargrove's "General Information" pages for the address and specific dates and times for warehouse freight receiving for this Event / Show.

If permitted, you may ship directly to the exhibit hall provided delivery is scheduled for published move-in or show dates. Refer to Hargrove's "General Information" for the address and specific dates and times for show-site freight receiving for this Event / Show.

When shipping your materials, please include the name of the Event / Show, your company name, and your booth number on each piece. For your convenience, sample labels are provided in the Service Manual. You may copy these labels or use your own if you need more labels than provided.

To ship with Hargrove, [request a quote](#) or contact Hargrove Shipping at 301.306.4620 or [Shipping@hargroveinc.com](mailto:Shipping@hargroveinc.com).

## Material Handling includes:

- Receiving and unloading your shipments at Hargrove's warehouse (30 days of free storage prior to Event / Show date).
- Reloading onto a Hargrove trailer.
- Delivery of shipment to exhibit hall.
- Placement of shipment in your booth space.
- Removal and storage of empty containers.
- Return of empties to booth at close of Event / Show. [Note: All containers must be empty when stored, Hargrove assumes no liability for material or equipment left inside a container marked as empty.]
- Removal of all packed and labeled materials from exhibit booth.
- Reloading onto outbound carrier for return shipment (based on shipping information provided in your Hargrove Material Handling Agreement).

Charges for the above services will be based on the inbound weight only, whether the above services are used completely or in part. Refer to the Material Handling Estimate form for detailed pricing information. Weight is rounded up to the next hundred pounds. Shipments received without weight tickets that are weighed by Hargrove may be charged special handling.

## Overtime / Off-Target

An overtime and/or off-target surcharge, per cwt, for each occurrence will apply if:

- Your advance shipment is received at the warehouse on straight time but delivered to the Event / Show site on overtime due to scheduling.
- Your shipment is moved to or out of Event / Show site on overtime due to scheduling.
- Your shipment is received on overtime (Monday-Friday before 8:00 AM and after 4:30 PM, or any weekend hours or holidays).
- Your direct shipment is received at Event / Show site outside of the exhibitor move-in schedule.

## Special Handling

Special handling is defined as shipments that are loaded by cubic space and/or packed in such a manner as to require special handling such as:

- No weight tickets
- Loose or uncrated shipments
- Ground or side door loading
- Mixed shipments
- Stacked shipments

## Outbound Instructions

At the close of the Event / Show, each Exhibitor must complete a Hargrove Material Handling Agreement and shipping labels for its Exhibitor Materials. Blank Material Handling Agreements and labels are available at the Hargrove Service Center. If any shipment is left in a booth for which no disposition is provided, or if a requested carrier fails to pick up or refuses to take shipment, Hargrove will re-route such shipment or return material to Hargrove's warehouse at the Exhibitor's expense.

## Material Handling Hints

The information below summarizes the most commonly asked questions regarding freight/material handling, often referred to as drayage. This can be the most costly budget item for exhibitors.

### **Tips that can save you money:**

Read the shipping and material handling section of your service manual carefully. Be aware of any surcharges that may be assessed for special handling or late shipments. Pay special attention to deadline dates. If you ship in advance to our warehouse and your shipment arrives after the published deadline date, you may be assessed a surcharge. Crated materials are the easiest to unload, therefore, have the least expensive drayage charge. Loose, pad wrapped and uncrated materials require more labor time and therefore may be assessed a special handling fee. It may be cost effective for you to build crates for any portion of your exhibit that is not crated.

### **What is "Material Handling/Drayage?"**

The term "drayage" is the moving of exhibit materials from one location to another. Whether you ship to Hargrove's advance warehouse or directly to show site, your materials still need to get to your booth location. Drayage services include the accepting of your material either at the warehouse or at show site, delivery to your booth, storage of empty containers during the show, returning empty containers at the close of the show, picking up your packaged materials, returning them to the dock, and loading on the carrier of your choice.

### **Can I carry my own materials to my booth?**

Usually, an exhibitor may bring in his own materials providing such materials can be hand carried by one person in one trip, without the use of dollies, hand trucks or any other equipment. Read the Union Rules & Regulations for the specific rules regarding the show/facility.

### **How are rates determined?**

Drayage charges are based on a number of factors including labor rates, facility dock access, and the show schedule, to name just a few. These rates vary from city to city.

### **How is the weight of my shipment determined?**

Certified weight tickets, which should be attained by all drivers for materials prior to arrival at the warehouse or show site dock, are used to determine billable weight. Hargrove reserves the right to determine weights for all shipments for which weight tickets are not provided with delivery. When Hargrove weighs the shipment, the exhibitor will be charged for special handling.

### **Small shipments vs. large shipments:**

Most all Service Contractors have a minimum of 200 lbs. per shipment. It is best to send your freight as one large shipment versus several small shipments. For instance, if you send one 45 lb. and one 55 lb. package separately, you are charged the minimum on each shipment. If you plan to ship items from various locations, you may want to consolidate them at a central location then forward them to the Service Contractor's warehouse or show site. However, if you ship your materials in one shipment and the carrier makes multiple deliveries, you will be charged for each delivery to the dock, regardless of whether or not the materials were shipped together as one shipment.

### **Advance shipments vs. direct (to show site) shipments:**

In general, it is best to ship your materials to the "advance shipment" address. The charge for this may be slightly higher than shipping direct to show site but the benefit far outweighs the cost. You can (and should) confirm that we have received your materials well in advance of the show installation; if there is a problem it can then be solved prior to the show. When shipping direct, if there is a problem there is seldom time to resolve the problem prior to show opening. Another advantage to advance shipments is that your materials will be in your booth when you arrive and you can begin installation immediately, thus saving you time and frustration at show site.

### **Should I insure my exhibit?**

The answer is YES! It is your responsibility to make sure your freight is insured from the time that it leaves your office until it returns. A rider to your existing policy can usually do this. Check with your insurance carrier for details.

### **Finally:**

Always be aware of freight receiving deadlines. You will be assessed a late charge if your shipment arrives after the deadline date. Inform your shipper that all items must arrive prior to a specific date.

Make sure all materials are labeled properly to avoid any delivery delays. All pieces should have the recipient's name and address, the show name, your company name, and your booth number. Remove old labels after every show to avoid any future confusion. If you are shipping multiple pieces, label them as such: 1 of 4; 2 of 4; 3 of 4; etc.