

NEC Expo Services is the exclusive provider of Material Handling services and equipment within Rock Financial Showplace. Our staff is dedicated to providing you with timely and reasonable handling of all your freight needs.

Inbound Freight Services

- Receipt of prepaid shipments up to 30 days in advance of set-up.
- Please contact our staff if you need to verify your freight arrival.
- Our general warehouse hours are 8:00 am to 4:30 pm Monday through Friday, Eastern Standard Time.
- We normally accept all types of freight in advance with few limitations. Please refer to your specific event information for guidelines.
- All shipments must be properly labeled with event name, dates, location, exhibiting firm name and booth number.
- All shipments must include a bill of lading or delivery slip showing the number of pieces, material description and weight.
- Payment in full of all charges must be made prior to delivery of shipments to your booth.

On-Site Freight Services

- For select events, shipments will be accepted only during designated exhibitor move-in times.
- Please refer to your specific event information for guidelines and availability.
- All shipments must include a bill of lading or delivery slip showing the number of pieces, material description and weight.
- Payment in full of all charges must be made prior to delivery of shipments to your booth.

Outbound Freight Services

- Please have your on-site representative complete and verify outbound shipping information at our service desk.
- Outbound freight will be shipped within two business days after close of the show.
- All shipments must have a completed Freight Handling form.
- After all materials are packed, labeled and ready to ship, you must return the Outbound Shipping Authorization to our service desk.
- You may call your designated carrier for pick-up on-site. However if your designated carrier fails to remove your freight by the final move-out time, your shipment will be rerouted by us at your expense.

Insurance and Security

- We strongly recommend that you insure all materials from the time they leave your firm until they are returned to you after the show. "All-Risk" coverage is suggested.
- Consistent with trade show industry practices, there may be a lapse of time between the delivery of your shipment(s) to your booth and your arrival. The same is true for the outbound phase of the show - the time between your departure and the actual pick-up of your materials. During these times, your materials will be left unattended. We highly recommend that you arrange for a representative to stay with your materials or that you hire security services to safeguard your materials. We will not be responsible for or liable for any loss, damage or disappearance of exhibitors' materials during the above unattended times.
- All materials handled by NEC Expo Services are subject to the Terms, Conditions and Policies included in your Service Manual.

