

Dear Exhibitor:

Your company is exhibiting at the event below.

Please direct this service manual to the person in charge of your exhibit.



GLOBAL SOF DEMO DAYS 2019

NOVEMBER 18 – 20, 2019

RANGE COMPLEX
AUTRYVILLE, NORTH CAROLINA



HERITAGE
TRADE SHOW SERVICES

General Information

Booth Equipment

Each table top booth will be set with one (1) 6' hunter green skirted table, two (2) chairs, and a 7" x 44" one-line identification sign.

Important Notes:

- No Wi-Fi is available at the venue
- No A/C or heat is available
- No power is available
- Event will take place rain or shine
- Food Trucks will be onsite to purchase meals

Shipments to Advance Warehouse Deadline Date

Heritage will begin receiving freight at the advance warehouse on Monday, October 21st, 2019. To avoid late fees all shipments to the advanced warehouse must arrive no later than Monday, November 11th, 2019.

Transferring Shipments from Global SOF Demo Days to Modern Warfare

If you are needing assistance with having freight transferred to the Modern Warfare Symposium at the Iron Mike Conference Center, please contact Heritage Trade Show Services and we will be able to assist in making arrangements.

Show Schedule

Exhibitor Move-In

Monday	November 18 th	1300	-	1700
Tuesday	November 19 th	0800	-	1000

Exhibit Hours

Tuesday	November 19 th	1000	-	2200
Wednesday	November 20 th	0800	-	1200

Exhibitor Move-Out

Wednesday	November 20 th	1200	-	1700
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- Empty crates and containers will begin being returned at 1200, Wednesday, November 20th.
- All carriers must check-in no later than 1430 on Wednesday, November 20th. Heritage will begin redirecting all outbound freight not claimed by appointed freight carriers to the preferred show carrier at 1430.
- Please refer to the Outbound Shipments Form included in this packet for detailed information regarding outbound shipping procedures.

General Information

Shipping Information

Warehouse Shipping Information:

Exhibitor Company Name and Booth Number
Heritage Trade Show Services
C/O UPS Freight
531 S. Eastern Blvd.
Fayetteville, NC 28301

FOR: Global SOF Demo Days 2019

Heritage will accept exhibit materials beginning Monday, October 21st, 2019 at the above address. Material arriving after Monday, November 11th, 2019 will be received at the warehouse with an additional after deadline charge.

Show Site Shipping Address:

Exhibitor Company Name and Booth Number
C/O Heritage Trade Show Services
Range Complex
2850 TigerSwan Drive
Autryville, NC 28318

FOR: Global SOF Demo Days 2019

Freight will be accepted at show site beginning at 1300 on Monday, November 18th, 2019. See the Material Handling Instructions within this kit for additional information.

Service Center Hours

The Heritage Exhibitor Service Center will be staffed during exhibitor move-in and exhibitor move-out.

Assistance

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services at 314-534-8500.

We Appreciate Your Business



620 Shenandoah Avenue | St. Louis, MO 63104
 Phone 314-534-8500 | Fax 314-534-8050
 Exhibitor.Services@heritagesvs.com

METHOD OF PAYMENT & CREDIT CARD AUTHORIZATION

NAME OF CONVENTION **GLOBAL SOF DEMO DAYS 2019** FIRING RANGE # _____

EXHIBITING COMPANY _____ PHONE # _____ FAX # _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

CONTACT EMAIL _____

PRINT NAME _____ SIGNATURE _____

CREDIT CARD PAYMENT

CARD HOLDER'S NAME *(Please print)* _____

CARD HOLDER'S SIGNATURE _____

CREDIT CARD BILLING ADDRESS _____

CITY _____ STATE _____ ZIP _____

CREDIT CARD NUMBER _____ V-CODE ____ / ____ / ____ EXP DATE ____ / ____

Charge to: _____ American Express _____ MasterCard _____ Visa _____ Discover

If for any reason the submitted credit card or check is declined or returned, a \$50.00 processing fee will be added to the final invoice. For your convenience, we will also process your card for payment of any additional charges incurred at show site. We will automatically provide this service unless informed otherwise by you.

COMPANY CHECK : Heritage Trade Show Services, 620 Shenandoah Ave, St Louis, MO 63104, Attn: Exhibitor Services. Please include a copy of this order form with your check.

BANK WIRE TRANSFER : Enterprise Bank and Trust; St. Louis, MO 63127. ABA#081006162; ACCT#0040520 HERITAGE; Swift Code-Entrus44. Please reference name of show & booth number so we can properly credit your account. Customers are responsible for any bank processing fees. Please add \$25.00 to your invoice total for each wire to cover inbound bank processing fees.

ESTIMATED MATERIAL HANDLING/DRAYAGE (Credit Card Required) \$ _____

ESTIMATED LABOR (Credit Card Required) \$ _____

Please note: In some instances equipment or services listed above may be handled by other contractors. Payment should be made directly to those contractors and not listed as part of the total due Heritage.

TOTAL AMOUNT DUE \$ _____

All orders received at the Exhibitor Service Desk will be charged at standard rates. All outstanding balances must be paid by the close of the show. Adjustments to your invoice will not be made after the close of the show. Heritage requires that you provide a credit card authorization form if you require material handling, sign hanging or labor services. For your convenience, we will use this authorization to charge your credit card account for your advance orders, and any additional amounts incurred as a result of show site orders placed by your representative. These charges may include all Heritage companies, including but not limited to HES Logistics, Inc., or any charges which Heritage may be obligated to pay on behalf of Exhibitor, including without limitation, any shipping charges. By submitting this form or ordering materials or services from Heritage, you agree to be bound by all terms & conditions included in your service manual.

For questions or comments, your Exhibitor Services Representative is available by phone at 314-534-8500, by email at exhibitor.services@heritagesvs.com or in person on the show site at the Service Desk. Thank you for your business.

Remit To:



620 Shenandoah Avenue | St. Louis, MO 63104
Phone 314-534-8500 | Fax 314-534-8050
Exhibitor.Services@heritagesvs.com

MATERIAL HANDLING INFORMATION

Heritage shall not be liable for piece count or condition of any shipments received without individual carrier receipts or freight bills from carriers such as UPS, Federal Express, Express Mail, Parcel Post, private vehicles, etc, due to their delivery procedures.

A. MATERIAL HANDLING FOR DELIVERIES TO WAREHOUSE

Heritage Trade Show Services will start receiving crated, boxed or skidded materials 30 days prior to show move-in. Shipments will be received Monday through Friday between the hours of 10:00 a.m. and 4:00 p.m. Shipments must be sent with freight charges prepaid. Collect shipments will not be accepted. A 200 lb. minimum will apply for each shipment received. Rates below include receipt of your freight; delivery to the booth; storage and return of empty crates; and reloading.

Label each piece and address all shipping documents/bills of lading as follows for shipments to warehouse:

EXHIBITOR COMPANY NAME
HERITAGE TRADE SHOW SERVICES
C/O UPS FREIGHT
531 S. EASTERN BLVD.
FAYETTEVILLE, NC 28301
FOR: GLOBAL SOF DEMO DAYS 2019

FIRING RANGE NO.
TOTAL PIECES
APPROX. WT.

DELIVERIES TO THE WAREHOUSE MUST BE MADE BETWEEN THE HOURS OF 10 AM - 4 PM, MONDAY THROUGH FRIDAY

RATES FOR DELIVERIES TO WAREHOUSE

Deadline Date: Monday, November 11th, 2019 To Avoid Late Fees

Table with 4 columns: Description, Rate per 100 lbs., Min Charge, and Item ID (I-IV). Rows describe packaged shipments to the advance warehouse under various conditions.

B. MATERIAL HANDLING FOR DELIVERIES TO SHOWSITE

Heritage Trade Show Services will receive and unload shipments at show site only during scheduled exhibitor move-in times. Do not ship to show site at any other times, as the facility has no provisions to accept advance shipments. Shipments must be sent with freight charges prepaid. Collect shipments will not be accepted. A 200 lb. minimum will apply for each shipment received. Rates below include receipt of your freight; delivery to the booth; storage and return of empty crates; and reloading.

Label each piece and address all shipping documents/bills of lading as follows for shipments to show site:

EXHIBITOR COMPANY NAME
C/O HERITAGE TRADE SHOW SERVICES
RANGE COMPLEX
2850 TIGERSWAN DRIVE
AUTRYVILLE, NC 28318
FOR: GLOBAL SOF DEMO DAYS 2019

FIRING RANGE NO.
TOTAL PIECES
APPROX. WT.

RATES FOR DELIVERIES TO SHOWSITE

Table with 4 columns: Description, Rate per 100 lbs., Min Charge, and Item ID (VI-VIII). Rows describe packaged and loose shipments to the show site.

The per cwt. (100 lb.) rates listed above are based on inbound weight only, rounded up to the next 100 lbs.. Services include receiving, unloading, delivery to booth, storage and return of empty containers, moving materials to the dock and reloading on designated outbound carrier.

ESTIMATED COSTS. * (Round to next highest whole number)
Estimated Weight in lbs. + 100 = * x Rate = Total

CONTINUED ON NEXT PAGE

C. INBOUND SHIPMENTS

All shipments must have a bill-of-lading or delivery receipt showing number of pieces, true weight (via certified scale ticket), and description of merchandise. If shipments arrive without weight on bill-of-lading and weight is unobtainable, Heritage will estimate the weight. If actual scale weights are not submitted prior to move-out the estimated weight will be final and binding. All shipments received are subject to reweigh. Copies of bills-of-lading, with the name of the carrier, should be forwarded to HERITAGE TRADE SHOW SERVICES as soon as shipments are made. This will assist in tracing, if required. Shipments received at the warehouse after scheduled exhibitor set-up or shipments received at show site after exhibitor move-in times, are subject to surcharges to cover additional trucking or labor and will be billed accordingly.

D. EMPTY CONTAINER LABELS

Empty container labels will be available at the service desk for all exhibitors using Heritage material handling services. Affixing the labels is the sole responsibility of the exhibitor or his representative. All previous labels should be removed or obliterated. Heritage assumes no responsibility for removal of containers with old empty labels, improper information on empty labels or valuables stored in containers removed for storage.

E. SPECIAL SERVICES

Metal banding will be available for securing outbound shipments at a rate of \$.50 per foot, plus labor (One Hour Minimum). Shrink wrap of a pallet will be charged at \$50.00 per pallet. Mobile equipment will be moved into and out of the exhibit facility at \$150.00 per round trip unless otherwise noted in this kit.

F. OUTBOUND SHIPMENTS

Exhibitors are responsible for labeling their exhibit materials and providing outbound shipping information. To assist you with these arrangements, Heritage will have a Service Desk in the exhibit hall with labels, bills-of-lading and available shipping information. When materials are labeled, packed and ready to be shipped, completed bills-of-lading should be turned in at the Service Desk. Pick ups for local deliveries or small package shipments, i.e., UPS and Parcel Post should be dealt with in the same manner as all other outbound shipments. In order to expedite removal of materials, Heritage reserves the right to change designated carriers, if such carriers fail to pickup or refuse to accept shipments. Where no disposition is made, materials will be returned to the warehouse awaiting shipping instructions.

G. RETURNED SHIPMENTS TO HERITAGE WAREHOUSE

Where no disposition has been made for outbound shipments or later scheduled pickups are necessary; Heritage will return exhibit materials to the warehouse and load on outbound carriers at the rate of \$30.00 per 100 lbs. or fraction thereof for each shipment returned. Minimum charge: \$300.00.

H. LIMITS OF LIABILITY AND RESPONSIBILITY

1. Heritage Trade Show Services shall not be responsible for loss, theft, or disappearance of exhibitor's materials after same has been delivered to exhibitor's booth and shall not be responsible for damage to uncrated materials, materials improperly packed, or concealed damage.
2. Heritage Trade Show Services shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the Show. Bills-of lading covering outgoing shipments, which are furnished by Heritage Trade Show Services to exhibitors, will be checked at time of actual pickup from the booth and corrections made where discrepancies occur.
3. Heritage Trade Show Services liability shall be limited to the physical loss of or damage to the specific article which is lost or damaged, and in any event Heritage Trade Show Services' maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per item, or \$1,000.00 per shipment, whichever is less.
4. Heritage Trade Show Services 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.

AUTHORITY TO HANDLE

All terms and conditions herein stated are understood and accepted.

NAME OF CONVENTION GLOBAL SOF DEMO DAYS 2019 FIRING RANGE # _____

EXHIBITING COMPANY _____ PHONE # _____ FAX # _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

EMAIL ORDER CONFIRMATION & INVOICE TO _____

CONTACT NAME _____ DATE _____

(Print & Sign)

Please Return This Form Promptly To Heritage Trade Show Services-Retain One Copy For Your File.

HERITAGE

Trade Show Services

DO NOT DELAY!

ADVANCE SHIPMENT
TO WAREHOUSE

TO: _____

EXHIBITOR NAME

FIRING RANGE NUMBER: _____

HERITAGE TRADE SHOW SERVICES
C/O UPS FREIGHT
531 S. EASTERN BLVD.
FAYETTEVILLE, NC 28301

FOR: GLOBAL SOF DEMO DAYS 2019

HERITAGE

Trade Show Services

DO NOT DELAY!

ADVANCE SHIPMENT
TO WAREHOUSE

TO: _____

EXHIBITOR NAME

FIRING RANGE NUMBER: _____

HERITAGE TRADE SHOW SERVICES
C/O UPS FREIGHT
531 S. EASTERN BLVD.
FAYETTEVILLE, NC 28301

FOR: GLOBAL SOF DEMO DAYS 2019

HERITAGE

Trade Show Services

DO NOT DELAY!

ADVANCE SHIPMENT
TO WAREHOUSE

TO: _____

EXHIBITOR NAME

FIRING RANGE NUMBER: _____

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C/O UPS FREIGHT
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FOR: GLOBAL SOF DEMO DAYS 2019

HERITAGE

Trade Show Services

DO NOT DELAY

ADVANCE SHIPMENT
TO WAREHOUSE

TO: _____

EXHIBITOR NAME

FIRING RANGE NUMBER: _____

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C/O UPS FREIGHT
531 S. EASTERN BLVD.
FAYETTEVILLE, NC 28301

FOR: GLOBAL SOF DEMO DAYS 2019



IMPORTANT NOTICE REGARDING DIRECT SHIPMENTS

Please be aware that the Range Complex does NOT receive exhibitor freight, literature or supplies through the venue package room. The package room is too small to handle Exhibit Materials and the venue's everyday receiving. All exhibit materials, being shipped directly to show site must be addressed as listed below to insure unloading and delivery to your booth area.

NOTE: Direct shipments will only be received beginning at 1300, Monday, November 18th, 2019. Any materials sent to the venue prior to this date may be returned to sender and/or may be turned over to Heritage Trade Show Services and will be billed according to the Show's Shipping & Receiving Rates, and will be subject to venue assessed fees.

<p>EXHIBITOR COMPANY NAME _____</p> <p>FIRING RANGE NUMBER _____</p> <p>C/O HERITAGE TRADE SHOW SERVICES RANGE COMPLEX 2850 TIGERSWAN DRIVE AUTRYVILLE, NC 28318</p> <p>FOR: GLOBAL SOF DEMO DAYS 2019</p>

All shipments should be accompanied with a Bill of Lading or Packing List indicating the total weight of shipment and piece count.

See the enclosed Shipping Information/Material Handling Order Form for detailed service descriptions, rates and limits of liability.

WE APPRECIATE YOUR COOPERATION.
HERITAGE TRADE SHOW SERVICES

HERITAGE

Trade Show Services

DO NOT DELAY

DIRECT SHIPMENT TO
SHOW SITE

MUST NOT ARRIVE BEFORE
MONDAY, NOVEMBER 18TH, 2019

TO: _____

EXHIBITOR NAME

FIRING RANGE NUMBER: _____

C/O HERITAGE TRADE SHOW SERVICES
RANGE COMPLEX
2850 TIGERSWAN DRIVE
AUTRYVILLE, NC 28318

FOR: GLOBAL SOF DEMO DAYS 2019

HERITAGE

Trade Show Services

DO NOT DELAY

DIRECT SHIPMENT TO
SHOW SITE

MUST NOT ARRIVE BEFORE
MONDAY, NOVEMBER 18TH, 2019

TO: _____

EXHIBITOR NAME

FIRING RANGE NUMBER: _____

C/O HERITAGE TRADE SHOW SERVICES
RANGE COMPLEX
2850 TIGERSWAN DRIVE
AUTRYVILLE, NC 28318

FOR: GLOBAL SOF DEMO DAYS 2019

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MUST NOT ARRIVE BEFORE
MONDAY, NOVEMBER 18TH, 2019

TO: _____

EXHIBITOR NAME

FIRING RANGE NUMBER: _____

C/O HERITAGE TRADE SHOW SERVICES
RANGE COMPLEX
2850 TIGERSWAN DRIVE
AUTRYVILLE, NC 28318

FOR: GLOBAL SOF DEMO DAYS 2019



NEED A RELIABLE CARRIER TO TRANSPORT YOUR FREIGHT?

Email, fax, or call in the information needed below to have your freight shipped to the advance warehouse, and invoiced along with any other orders placed with the show decorator, Heritage Trade Show Services.

NOTE: *If the inbound or outbound shipment requires air or expedited service, please inform HES Logistics as soon as possible. HES Logistics can accommodate any type of shipping need, but specializes in LTL ground freight totaling 100 lbs or greater.*

Show Name _____

Booth Name _____

Booth Number (if known) _____

Pickup Information

Company Name _____

Address _____

Suite _____

City, ST Zip _____

Contact Name _____

Contact Number _____

(for the driver to call, if needed)

Pickup Hours _____

Pickup Date _____

(call HES Logistics to discuss, if needed)

Description of Pieces & Loading Area

(quantity / type / approx. lbs & dims L"xW"xH") *Example:* 2 Cases 150 lbs each 54"x36"x12" / 1 crate 600 lbs 96"x48"x40"

Is there a loading dock at the pickup address? _____ If not, please describe pickup area and / or additional instructions for the driver: _____

(ex. Lift Gate Truck Required / Residential / Inside pickup / Notify / White Glove Service)

For return (outbound) shipping, all exhibitors must visit the Exhibitor Services Desk at the show site to arrange handling, unless you are hand carrying all of your items out of the show.

**USE THE SHOW CARRIER
(HES Logistics)
FOR ROUNDTRIP SHIPPING!**

BENEFITS INCLUDED

- *Lowest Material Handling Rate Offered by Heritage*
- *Complimentary Priority Empty Container Return*
- *Complimentary Shrink Wrapping and / or Banding at the Show Site, if requested*
- *No need to schedule a pickup for the return shipment*

IMPORTANT INFORMATION REGARDING OUTBOUND SHIPMENTS

To ensure that your outbound shipment is handled according to your instructions, please be advised of the following:

- **CONTACT YOUR CARRIER TO SCHEDULE PICK UP OF YOUR SHIPMENT.** You must call your carrier, unless you are using the show recommended carrier. Carriers, including FED EX and UPS, will not pick up your shipment unless you have made arrangements with them. In the event your selected carrier fails to show on final move-out day, your shipment will be rerouted to Heritage's show carrier.
- **PACK AND LABEL YOUR MATERIALS.** Banding, shrink wrap and shipping labels are available at the Heritage Service Desk.
- **COMPLETE AND TURN IN A HERITAGE BILL OF LADING FOR EACH OUTBOUND SHIPMENT.** Bill of ladings may be obtained from the Heritage Service Desk. Complete a bill of lading for each shipment/destination. Turn in all completed bill of ladings to the Heritage Service Desk once your shipments are ready to be loaded out.
- For your convenience, show recommended carriers are available to handle outbound transportation.

Thank you and we hope you have a great show!