



## SHIPPING AND RECEIVING POLICIES AND PROCEDURES

**In the event User wishes to ship freight related to the event scheduled to or from (inbound or outbound) The Lakeland Center, the User will be subject to shipping charges at the prevailing published rate.**

### **Inbound Shipments:**

1. Only those items listed as "pre-paid will be delivered to the designated area (exhibit booth/recipient as labeled, based on the planned installation schedule. Items received with a "balance due" status will not be released until User has reconciled the account or received direct billing status from The Lakeland Center client service representative. The shipment must have a bill of lading providing the number of pieces, type of merchandise and certified weight.
2. If the shipment arrives without a bill of lading, The Lakeland Center will determine the estimated weight.
3. TLC will not assume responsibility for lost, late or damaged shipments.
4. Charges/Fees are the responsibility of the exhibitor/client for whom the shipment is addressed.

### **Outbound Shipments:**

1. Handling charges will be applied to all outbound shipments handled by TLC and must be prepaid.
2. TLC will have shipping labels, bills of lading and shipping information available prior to move-out.
3. The exhibitor/shipper will be responsible for packing, labeling and attaching completed bills of lading to the shipment.
4. The exhibitor/shipper will be responsible for contracting carriers for pick up.
5. TLC will move shipments from exhibitors' booth onto the outbound carrier upon request.
6. TLC reserves the right to dispose of any unspecified shipments if not picked-up at conclusion of exhibitors' move-out dates/times.
7. Commercial carriers will not pick-up uncrated shipments. TLC reserves the right to bill the exhibitor for labor and materials needed to crate or palletized materials left for shipment.
8. TLC reserves the right to correct the number of pieces the exhibitor declares to the actual pieces in the booth at the time of pick-up.
9. TLC will not be responsible for items after tendered to common carrier, and will not assume responsibility for lost, late or damaged shipments.
10. Finance charges of 18% annually will be applied after 30 days to any unpaid balance.

**User shall be responsible for any extraordinary charges related hereto not otherwise covered by the schedule of charges on a time and materials basis. User agrees to defend, indemnify and hold The Lakeland Center harmless from all costs and expenses The Lakeland Center may accrue by offer this service.**

**User shall be responsible for charges not paid by additional participants/exhibitors/vendors of the event.**

**For a schedule of charges and policies, please contact your client service representative.**

### Additional Outbound Shipping and Receiving Rates

- Labor \$25.00 per hour – Regular/Advance\*
- Labor \$37.50 per hour – Floor/Overtime\*
  
- A one hour minimum will be charged. Shipping and Receiving hours of operation is Monday through Friday 8:00 AM to 5:00 PM. Overtime are all other hours including weekends and holidays.