



Shipping Instructions

Smart Retail Tech Expo 2022, Excel, London

EFI Customer Service Team

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Official Logistics Partner

www.efilogistics.com

Shipping Instructions

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Introduction

Fortem International have appointed EFI Logistics as official freight forwarder, customs agent and on-site materials handling company for **Smart Retail Tech 2022**. We are here to help you move materials into and out of the show. Please read these instructions carefully. If you have any questions at any time let us know and we will do our best to help you.

Order Services

We strongly advise booking services in advance. You'll get the best rates and service. There are additional charges for late or on-site orders. Please use the service order form provided.

Complete and return your order form to EFI not later than **Monday 14th February 2022**

Arrival Deadlines

All shipments for White Label should arrive at the appropriate UK Port, Airport or directly into our advanced receiving warehouse no later than the dates shown below:

Sea/ Airfreight shipments to UK/ London	18 th February 2022
Road freight shipments from EU/ needing customs	18 th February 2022
Road freight shipments (to warehouse/ no customs)	24 th February 2022

Arrival after these dates may incur additional costs. Whilst every effort is made to ensure the timely arrival of materials to the show site, EFI do not guarantee delivery in the event of shipments arriving after these deadlines.

All shipments must be sent **FREIGHT PRE-PAID**.

We Collect!

EFI will arrange collection from your premises at your request.

We pick up from all locations; national (UK), continental (EU) and worldwide. When you book transport with us, all services are included; pick-up, transfers, customs (if needed), warehouse service and delivery to your stand before you arrive on site.

Book your pick-up using the order form or send a request now to ops@efilogistics.com

European/ International 'Door to Stand' Service

Most regular groupage operators in Europe will NOT carry exhibition cargo. This is due to complex customs issues on arrival in the UK. **No problem!** Our transport network is set up specifically to deal with events and trade show materials.

Speak to our team about our all-inclusive, door-to-stand (and return) services. If you book with us before our order deadline and use our customs service, **we will get your goods to your stand on time.** Not only that' we'll keep you updated as they arrive through our automated system.

Advanced Warehouse

If you prefer to use your own transport, we highly recommend shipping to the Advanced Warehouse. There are many benefits for customers using this service including

- Use your regular, scheduled carrier
- No congestion/ waiting time
- Free storage up to two weeks before move-in
- Move-in to the venue on first day of tenancy
- No overtime charges
- 'Pack Up and Walk Away' service at close of show

Delivery address (shipments accepted Monday to Friday 09:00 – 17:00)

SMART RETAIL ADVANCED WAREHOUSE

c/o EFI/ Howell Transport
Unit 2 Crompton Fields. Crompton Way
Manor Royal Zone: Red 4
Crawley, West Sussex RH10 9QB

Contact: Jake Head Tel: 01444 871314

Please send your shipment with a delivery note clearly showing exhibitor name, stand number and SMART RETAIL TECH 2022. **EFI can supply pre-printed shipping labels upon request.**

Exhibitors delivering materials direct to the venue must do so as per the official event move in and move out schedule. Any goods arriving before the official build-up period will not be accepted. At the close of the show any goods unclaimed by end of tenancy will be removed at the exhibitor's expense.

Deliver Direct to Site

For full loads, unpacked stand materials or large/ heavy exhibits, we recommend delivery direct to the venue in accordance with the official move-in schedule.

There is a traffic control system in place at EXCEL; your driver must report to the traffic office on arrival. **Don't forget to book your unloading service in advance** (and before the order deadline) to make sure you get the best possible rate and service.

Delivery address (check the exhibitor manual for times and dates):

SMART RETAIL TECH 2022

Exhibitor name: _____ Stand Number: _____

EXCEL

London E16 1XL

[Click here for directions](#)

If your shipment is small, one or two pallets, a courier shipment or less than a full truck load, it may be cost effective to ship to the advanced warehouse. If your shipment needs customs clearance we strongly advise you do not try to ship direct to Excel.

Contact our team at ops@efilogistics.com for advice and assistance.

Packing and Case Marking

All packaging should be suitable for transport and repeated handling including repacking. EFI recommend bolted, returnable cases for this purpose; nailed / screwed lids are not suitable as these tend to suffer on opening and can become loose during transportation. Any damage claims will be declined should the packing be deemed not adequate for the exhibits.

Wood Packaging Materials from outside the EU must comply with fumigation regulations and be either heat treated or fumigated with Methyl bromide and carry the internationally recognized marking. Failure to comply with these regulations could result in the return of goods to origin at your expense.

Make sure that **each package** is clearly marked/ labeled as follows:

Exhibitor Name:

Stand Number:

SMART RETAIL TECH 2022

No. of pieces:

Contact our team in advance and we will send you show labels

On Site Material Handling

EFI Logistics is the sole appointed on site lifting and material handling company for this event. Unloading, delivery to stand and positioning of exhibits must be booked through EFI.

If you have a **single exhibit/ piece** exceeding any of the following specifications, please advise EFI ensure access to your area/ timely move-in and that the correct material handling equipment is available.

Gross weight: 1000 kilos Dims: 250cms (L) x 180cms (W) x 180cms (H)

Empty Case Storage

EFI will remove all empty packing materials from the halls prior to aisles and stand cleaning. Please make sure your cases are labeled with EFI empty case labels, available from our customer service team on site. All items stored with EFI will be returned to stands after close of show and once the halls are cleared of visitors. Priority cases will be returned first, standard service to start once the priority service is completed.

Once cases are removed, they cannot be accessed so please make sure your cases are completely empty before you tag them for removal. EFI offer an **accessible storage** option for items that need to be accessed during the show days (such as tools).

Empty packing materials found stowed on or around the show site will be either be destroyed or removed and stored by EFI at the cost of the exhibitor.

Storage of empty packing on the show floor is strictly forbidden.

International Shipments

EFI will help you with your international shipment. We will collect the shipment from any location worldwide through our experienced Service Partner Network. For further details please contact the EFI Customer Services Team.

We strongly recommend that you book your shipment into the EFI system.

This will save time, expense and provide you with a quality service. When you arrive at the show, EFI will be on site and available to assist you.

International shipments for SMART RETAIL TECH 2022 must be consigned as follows:

Consignee EFI LOGISTICS
 6 Upperstalls, Iford Estate
 Iford, East Sussex BN7 3EJ

 Tel. + 44 (0) 1444 871314

For/Notify SMART RETAIL TECH 2022
 Exhibitor Name: _____ Stand Number: _____

UK Customs: All Shipments from outside the UK

EFI operate a Temporary Import Bond (TIB) for this event. This allows the temporary admission of exhibit materials for display purposes, avoiding payment of duty or import tax. To ensure that this bond is protected, and all shipments are correctly re-exported all shipments entered under this bond will be exported by EFI. We cannot hand over shipments under our bond to a third-party forwarder.

UK Customs require that all importers/ exhibitors complete the attached Customs Statement on your letterhead and originally signed and dated. For goods by sea or air the BL or AWB number is needed.

UK CUSTOMS: You need a UK EORI Number

For all imports - both **Temporary and Permanent** - the exhibitor **needs a UK EORI Number** to customs clear goods. Please allow extra time to obtain this number, this can take 2-3 working days to be processed. Information on how to apply for a UK EORI number and the link to the relevant forms can be found at <https://www.gov.uk/eori>

Please remember that HM Revenue and Customs have the right to inspect your shipment at any time and may also re-assess the value of your shipment if they feel it is below market value. Customs officers may also be present at the event and may wish to ask questions about your materials.

Send Your Pre-Alert to EFI

Please ensure details of your shipment (i.e. ship name, arrival date, port of arrival, flight, airway-bill or bill of lading) are faxed directly to our team **before** your goods arrive in the UK. E-mail ops@efilogistics.com

Courier Shipments

Courier companies cannot clear exhibition goods in the UK.

EFI operate a special Temporary Import Bond for exhibition cargo which allows temporary importation without payment of duties and taxes. Some carriers can clear goods, but you may be charged duties and taxes. Often shipments are handed over to us but only after delays and a lot of extra expense to you. [Ship with/ to EFI and avoid these problems.](#)

We do not recommend shipping exhibit material through customs via regular courier service. Couriers struggle with the customs requirements and delivery demands at exhibitions.

If you do use a courier, please make sure your onsite representative has the following information with them to allow them to track your shipment:

- Name and local contact number for the courier company
- Tracking number/ airway-bill number for the shipment

To avoid any problems at the show, send your shipment directly to EFI. We'll do the rest.

Documentation

Commercial Invoice / Packing List – please use our Customs Invoice form

For exhibitors outside the UK a full **commercial invoice & packing list** is required. EFI need four (4) copies, each originally signed by an officer of your company.

This should be addressed to your company, at your stand, at **Smart Retail Tech 2022**, showing place and Country of origin. The document must show a detailed list of items included in your shipment, with a value in pounds sterling against each item, and a total shipment value shown.

Request your customs invoice form from ops@efilogistics.com

Please note the following details required:

- For stand fitting goods it must be indicated what material items are made of.
- For electrical items or computer equipment the make, model and serial number must be indicated.
- The quantity of each item must be listed incl. brochures and giveaway items.
- A value in GBP pounds sterling must be indicated against each item, and a total shipment value shown.
- The clause “No commercial value” cannot be used.

A separate invoice form is required for each category of materials:

1. Goods to return to origin after the show.
2. Goods that remain in the UK (this includes giveaway items, brochures etc.)

Hazardous/ Restricted Items

The shipper is responsible for providing EFI with any relevant hazardous goods declaration forms or copies of export / import license documents for dangerous or restricted articles. We cannot complete these forms on your behalf.

Failure to declare such goods may result in penalties or claims, which will be for the account of the shipper. Hazardous or restricted goods must be packed according to IATA/ carrier regulations.

Return Shipments

Throughout the show you will be invited to instruct our onsite personnel regarding movement of your goods following the show. However, if you know beforehand how your goods will return or if they are to be forwarded to another event, then it would be appreciated if you could complete and return the Return Shipping Form to our customer service team.

Terms and Conditions

All business of whatsoever nature shall solely be conducted in accordance with **BIFA 2021** standard trading conditions. These conditions have clauses that may limit or exclude our liability. The terms in full can be downloaded from our website at <http://www.efilogistics.com>

OVERSEAS AGENTS

EFI work with service partners/ agents in over 60 worldwide locations to provide regional support for exhibitors. Contact our ops team for details of your closest EFI Service Partner.

If you have any questions at any time regarding shipping to Smart Retail Tech 2022 please contact our team.
We will be pleased to help you.