

FAQs: Pre-Show

What do I do when I arrive at show site?

When you arrive at show site, you should go to your booth space and check that everything is there. Check each item against your shipping information. Also, make sure that if you ordered electrical that it has been installed. And, if you ordered carpet from Freeman, make sure it has been installed as well. If anything is missing, please call or visit the Exhibitor Service Center. If you ordered labor, check in at the labor desk at the time you ordered it to pick up laborers.

What should I bring with me to show site?

Plan to bring copies of all of your paperwork and documentation, as a reminder of what you ordered. Also, bring copies of what you have shipped, how it was shipped, and any tracking numbers. In your documentation, include information on outbound shipping, your carrier, and address to be shipped to.

When will my items that were shipped in advance to the warehouse arrive in my booth?

Those items that you shipped in advance to the warehouse should be in your booth by the time you arrive on the first day of move-in.

What if my shipments are not in my booth?

If all of your items are not in your booth by the first day of move-in, bring your tracking and shipping information to the Exhibitor Service Center. To save time and steps, you can also call the Service Center. First, we will determine if the shipment has been received. If the shipment has not been received, Freeman representatives will help you track it. Or, if you prefer, you can track the shipment yourself.

When will my carpet and furnishings arrive in my booth?

If you ordered carpet through Freeman, it should be in your booth on the first day of move-in. If you ordered electrical services, please be sure to notate on the Freeman carpet order form that you have ordered electrical. This will ensure that the electrical is installed prior to carpet installation. Freeman furnishings will arrive according to the show schedule. The show delivery schedule is posted at the Exhibitor Service Center, as well as other locations throughout the hall.

Do I need to check in at the on-site Exhibitor Service Center?

There's no need to check in with the Exhibitor Service Center. However, feel free to stop by, or give us a call, if there is something with which we can assist you.

What do I do if I ordered labor?

You must check in at the labor desk at the time you requested your labor in order to pick up your labor.

What happens to my empty containers?

Empty stickers should be picked up at the Exhibitor Service Center or from Freeman employees on the show floor. Each empty container should have an empty sticker with your company name and booth number. These containers are picked up throughout move-in. NOTE: Empty containers are stored off-site during the show and are not accessible during the show.

What questions can they answer for me at the on-site Exhibitor Service Center?

Whatever you ask. If we don't know the answer, we'll work to figure it out. We primarily receive questions about orders, shipments, services, labor, invoice balance, empty stickers, material handling, and loading.