

## Delivery & Logistic Services

Merkur Expo Logistics GmbH has been appointed the official forwarding agent and clearance agent for ISACOS 2025 Congress. We offer the following services: customs clearance, delivery to the booth, freight forwarding, manpower & trolleys for unloading/loading during build-up and dismantling, storage of empty crates, transportation to and from the Exhibition Hall.

For security, insurance, and efficiency reasons Merkur is the exclusive agent nominated by the organizer for move in and move out and handling of empties. Exhibitors and booth builders are free to deliver their goods or to pick their goods up from outside the venue. Those who use their own facilities up to the venue are requested to coordinate their time schedule and unloading of their cargo into the venue with Merkur.

### Contact Details:

Merkur Expo Logistics  
Patricia Zintel  
E-Mail: [patricia.zintel@merkur-expo.com](mailto:patricia.zintel@merkur-expo.com)  
Mobile: + 49 (0) 170 2229525

### Please note these important dates:

Set-up	Thursday, June 5, 2025 → 10:00-19:00 (for booths above 50 sqm) Friday, June 6, 2025 → 08:00-19:00 (All Exhibitors) Saturday, June 7, 2025 → 08:00-19:00
Exhibition	June 8 - 11, 2025
Breakdown	Wednesday, June 11, 2025 → 17:00-23:00
<b><u>SERVICE</u></b>	<b><u>DEADLINE</u></b>
Door to door shipments	Please contact Merkur
Airfreight shipments	Please contact Merkur
Shipment via Germany Advance warehouse	May 29, 2025
Exhibition goods - Direct deliveries to Congress venue	June 5-7, 2025 → subject to confirmed pre-alert

## Services, Delivery Address & Shipping Instructions

Please note that all materials entering the venue incur a handling charge

### 1. Door to Door Shipment

We offer companies consolidated trucking services from starting point to venue as part of consolidated international shipments for the congress. This will assist in reducing costs and ensuring timely delivery.

### 2. Airfreight Shipments

Please contact Merkur for further instructions.

**IMPORTANT!!!** Please do not send any airfreight shipment unless you receive very specific instructions for invoices, packing list, etc.

### 3. Shipment via Germany Advance Warehouse

Merkur Expo Logistics GmbH's responsibility ends with the delivery of the exhibitor's consignment to the stand during the set-up phase, regardless of whether the exhibitor is present or not. Items remaining on the stands after the official dismantling time will be removed at the exhibitor's expense.

#### **From free arrival advance storage warehouse up to sand, Free storage cost**

Merkur Expo Logistics GmbH  
Im Steinigen Graben 7  
63571 Gelnhausen  
Germany

Notify:

Congress name \_\_\_\_\_

Name of Exhibitor \_\_\_\_\_

Stand no. \_\_\_\_\_

Attention, for all shipments we need full pre-advice in advance. Please send your full pre-advice to Merkur.

Shipments with insufficient information or missing pre-advice might be delayed.

### 4. Direct Deliveries to Congress Venue

Due to the limited space and tight schedule, all unloading operations will be carried out exclusively by Merkur Expo Logistics GmbH.

All vehicles must arrive at a pre-arranged time for unloading. Please request your preferred unloading times by sending the order form to Merkur Expo Logistics GmbH within the specified deadline (first come, first served). Trucks must leave the unloading area immediately after unloading has been completed (max. 45 min).

Please note: No acceptance of shipments before the first day of set-up.

Trucks arriving after the confirmed loading time must expect to wait until the next free time slot is available. In general, waiting times may occur for which Merkur Expo Logistics GmbH cannot be held responsible.

Please be sure to send us pre-advice with the full details of the shipment, to Merkur, no later than **June 5, 2025**.

Only DDP (delivery duties paid) shipment will be accepted.

#### 5. Courier Shipments

We strongly recommend sending your courier to the advance warehouse **In Frankfurt**. We can only clear on our name FedEx, UPS, DHL Express and TNT Courier shipments (except envelopes). Please note that courier shipments cannot be cleared automatically by the courier companies but do require an importer of record. We will act as importers if required, by providing our VAT registration number to customs. This service is chargeable, please check our tariff, courier company, number of pieces and tracking number.

**Courier charges for handover of import shipping documents € 85.00/ document.**  
**Shipments that arrive without pre alert and payment confirmation will not be accepted.**

#### 6. Handling of empties storage services

Empty boxes and packaging material are collected and stored safely during the exhibition. All boxes should be sturdy enough to be repacked and reused after the end of the congress. Empties are stored outside the Congress Center and are not accessible after collection. Merkur Expo Logistics GmbH cannot be held responsible for damaged or lost material in the empties. If you require accessible storage of promotional materials, please let us know seven days before the opening of the congress. Smaller quantities of storage material can be handed over to our employees on site.

Ladders, pallet-trucks, tools, etc. are considered as full storage. Full goods stored during the exhibition are collected, stored, and re-delivered on stand in the same conditions. The exhibitor/stand builder must provide the complete details of the stored materials. The exhibitor/stand builder must be on site during the pick-up and the return of the full goods. They must inform us in advance about the expected return date and time.

#### 7. Dangerous Cargo

Exhibitors need to complete a special form for dangerous goods. These forms will be provided upon request and the completed forms should reach us before shipment is dispatched. There will be surcharge of 100% for handling this kind of shipment.

#### 8. Insurance

It is the shipper / exhibitor's responsibility to have comprehensive insurance coverage whilst in transit storage and onsite for the duration of the exhibition and return.

We will not accept any responsibility for the loss or damage of the exhibitor's equipment.

#### 9. Heavy & Oversized Shipments

Heavy and oversized shipments apply to any single exhibit more than 1000 kg and 5 CBM that requires the use of a forklift mobile crane for installation.

Exhibitors with heavy and oversized exhibits must inform us at least seven days prior to delivery. A detailed layout should also be provided to better assist our onsite operations.

#### 10. Payment terms

- Invoices will be sent by e-mail only.
- The invoicing is per shipment.
- Full payment of the incoming handling charges must be received prior the delivery to the booth.
- The outgoing handling charges are payable immediately after receipt of our invoice.
- Payment can be made by credit card (VISA and MASTERCARD) or by wire transfer. Personal or foreign cheques are not acceptable.
- VAT will be added
- 1,5% interest per month will be charged on overdue payments

Please complete and sign the attached material handling form/payment confirmation and return it to our attention.

Please note that your signature will be used as a payment guarantee based on the general tariff. Any services not outlined in the attached tariff will be quoted on an individual basis.

Please notify "Merkur" immediately about any requirements relating to invoices.

**Please note that all payments are in €.**

#### 12. Basic contractual conditions

All services are invoiced according to the official Forwarding & Handling tariff and are based on advance payment, unless otherwise agreed. All work is subject to the German Forwarders' Terms and Conditions, CMR (latest version), ADSp Trading Conditions (latest version) and the Merkur Expo Logistics GmbH liability policy in conjunction with the conditions and tariffs for trade fair transportation. Further information can also be found on our website at [www.merkur-expo.com](http://www.merkur-expo.com). The liability of Merkur Expo Logistics GmbH ends with the delivery and begins with the collection of the freight at the exhibition stand. It is the exhibitor's responsibility to ensure the safety of the material until it is collected by Merkur Expo Logistics GmbH. Our invoices are due immediately after invoicing without further notice. Customers who are not known to us or with whom we have not agreed payment terms will be asked to pay our costs before the start of the event or on site during the event or before returning their exhibits.

**We wish you a successful experience!**  
**MERKUR EXPO LOGISTICS**