

RETURNS TO ORIGIN AND EXPORTS

We will pick-up the boxes at the venue, take the shipment to customs for the export inspection and then deliver the boxes to a courier or to a Carrier for the freight back. The return process requires presenting surplus and export products to the local customs office and then shipping them back.



1 Transit time

The standard transit time of a Return Shipment -from your venue to your office- is 12 business days. If you need your shipment before this timeframe please let us know and we'll prepare an express service tailored to your needs.

2 Detail inventory

Return shipments must be inventoried, packed and addressed by your personnel at the end of the event. This means that we should know the exact contents of the boxes and the number of boxes we are picking up.

Our Customer Service team will send you via e-mail the "Return Shipping Invoice" form. In the event that you need to return the boxes to more than 1 address you need to be very specific with labeling the boxes for each address, this is to prevent any mix up that may arise.

Only items which were "temporarily imported" to a foreign country can be returned tax free. Permanent imports, purchases made abroad, and items taken back to the US by individuals cannot be returned under this classification and may require tax payment and additional time to be reimported.

3

Book an appointment

- a. The date and time for the pick-up and the contact information of the person holding your boxes at the venue. Please consider that the boxes must be already packed when the driver arrives.
- b. The final destination address you would like us to send the boxes to.
- c. Provide Date for delivery at your door or next event destination.
- d. Please provide your FedEx, DHL or UPS account number to send the boxes to your facilities. If you don't have an account number we can use ours. We will let you know if we require an international or domestic account number.



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High value products

The customer needs to book an appointment with our branch representative at least 24 hours before packing the items for the return shipment. Our representative will help you during the inventory process. Once the count is completed, you must sign in accordance.



Take into consideration that if there is no validation of the inventory before shipping, the insurance may not apply. Some Insurance clauses forfeits any compensation for partial loss or robbery when there is no evidence of violence to the boxes, well known as "Mysterious

5

Keep the contents confidential

If you are shipping high value products, do not specify the content of the boxes in the labeling and in the box itself. This includes type of content, brand or approximate value of items located within the boxes.

Being discrete with your content can help you to prevent robbery

X

Do not ship back:

Wines and Spirits



You may take up to 1.5 lts of any kind of alcohol beverages in your luggage.

Medical supplies



Including first aid kits, medicines and repellents. You may take them as part of your luggage.

Cigars



Including cigarettes, tobacco and lighters. You may take them as part of your luggage.



Food

For food imports we need to submit a Health Permit to the FDA. This process can take between days and weeks to be issued. If you want to return snacks or candies in small amounts then our advice is to take them with you as part of your luggage.

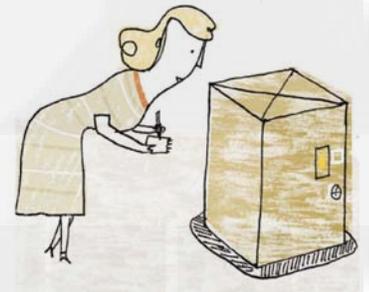
If we are shipping back more than 5 boxes or the contents have customs restrictions then our team will ship the boxes either through air or ocean Carrier.

If there are few boxes and the contents have no customs restrictions then EC can ship through a Courier like UPS, DHL or Fedex.

7 Once the shipment is back at your country, it first has to clear customs in the port of arrival, after this process is done we can then forward the boxes to your office/door.

8 If boxes or seal is broken, check contents before accepting

Once you receive the boxes at your facilities please verify upon receipt that the boxes are in good shape. They should not seem to be opened, ripped, cut, or any other visible violation in case you see that there's any sign of the above mentioned damages, please sign the slip with your name, last name and: Pending verification of the contents.



Please take pictures of the boxes and the inside in case there's anything missing or damaged so we have an evidence of the receipt.

**Make sure your goods are properly packed.
Follow our guide "16 Packing-tips" at:**

<https://exhibitions cargo.com/only-clients/>.



**exhibitions
Cargo®**

**Contact us for more
useful information at:**

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