

F R E E M A N

FAQs – Preshow

The following frequently asked questions and answers may help as you prepare for your upcoming event:

Click on a frequently asked question below for more information:

- [What do I do when I arrive at show site?](#)
 - [What should I bring with me to show site?](#)
 - [When will my items that were shipped in advance to the warehouse arrive in my booth?](#)
 - [What if my shipments are not in my booth?](#)
 - [When will my carpet and furnishings arrive in my booth?](#)
 - [Do I need to check-in at the onsite Exhibitor Service Center?](#)
 - [What questions can they answer for me at the onsite Exhibitor Service Center?](#)
 - [What do I do if I ordered labor?](#)
 - [What happens to my empty containers?](#)
-

What do I do when I arrive at show site?

[\(Back to top\)](#)

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 is has been installed. And, if you ordered carpet from Freeman, make sure it has been installed as well. If anything is missing, please go to 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?

[\(Back to top\)](#)

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.

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

[\(Back to top\)](#)

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.

F R E E M A N

FAQs – Preshow

What if my shipments are not in my booth?

[\(Back to top\)](#)

If all of your items are not in your booth by the first move-in day, take your tracking and shipping information to the Exhibitor 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?

[\(Back to top\)](#)

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 onsite Exhibitor Service Center?

[\(Back to top\)](#)

There is no need to check in with the Exhibitor Service Center. However, feel free to stop by if there is something with which we can assist you.

What questions can they answer for me at the onsite Exhibitor Service Center?

[\(Back to top\)](#)

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

What do I do if I ordered labor?

[\(Back to top\)](#)

If you 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?

[\(Back to top\)](#)

Empty stickers (to be placed on each empty container) should be picked up at the Exhibitor Service Center or from Freeman employees on the show floor. Each container should have an empty sticker with your company name and booth number. These containers are picked up throughout the move-in days and are stored offsite during the show. Please make sure that your containers are completely empty as they will not be accessible during the show.

If this list doesn't answer your questions, please feel free to call us at 1-888-508-5054 or send an email to: customersupport@freemanco.com.