



The **AUDIO / VISUAL** Experience

## ***MATERIAL HANDLING GUIDE***

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## Inquires

**Canadian AV is proud to offer 24 hours 7 days a week contact.**

Address: 22 Pearl Place  
St. John's, NL  
Canada  
A1E 4P3

Phone 709.739.6666  
Fax 709.739.6455

Email: Brad Hollett [bhollett@canadianavinc.com](mailto:bhollett@canadianavinc.com)  
Samantha Lee [slee@canadianavinc.com](mailto:slee@canadianavinc.com)

## Welcome

Canadian AV Inc. (hereinafter referred to as "CAV") is proud to be the Shipping/Material Handling Service Provider for the St. John's Convention Centre. As one of the largest Audio Visual and trade show suppliers in the province we promise to live by our mantra "*Be Seen, Be Heard, Be Remembered!*" Whatever you require, great or small, we promise to ensure an outstanding event in our beautiful province, Newfoundland and Labrador. Thank you for allowing us the opportunity to work together!

## Labour

Labour is available upon request. Please contact Brad Hollett at [bhollett@canadianavinc.com](mailto:bhollett@canadianavinc.com) for a quote.

## Material Handling/Shipping Instructions

- Please ship all pieces of freight to our warehouse (22 Pearl Place, St. John's NL, A1E 4P3).

**Note: All pieces of freight MUST have the shipping labels in this document (see page 6) attached to them in order to properly identify and transport your items.**

- We will transport your items directly to the venue and/or your booth. After the conference we will transport your items back to our warehouse.
- After the conference you must arrange for the pickup of your freight and send any waybills to [slee@canadianavinc.com](mailto:slee@canadianavinc.com).

## Material Handling

Material Handling is the unloading of your exhibit materials, delivery to your booth, handling of empty containers to and from storage, and removal of your materials from your booth for reloading onto your outbound carrier. This is not to be confused with the cost to transport your exhibit material to and from the event.

### **Estimating Shipping and Material Handling Charges**

Handling charges are based on the weight of the freight. Shipments are billed by the CWT and rounded up to the nearest hundred. A minimum charge per shipment may apply; see enclosed Material Handling Order Form for details. All shipping charges must be prepaid. CAV cannot accept or be responsible for any collect shipments. Crated and uncrated shipments must be separated and clearly identified on your bill of lading.

- **Crated** - Material that is skidded, or is in any type of shipping container that can be unloaded at the dock with no additional handling required.
- **Uncrated** - Material that is shipped loose or pad-wrapped and/or un-skidded machinery without proper lifting bars or hooks.
- **Special Handling** - Shipments that are loaded by cubic space and/or packed in such a manner as to require special handling, such as ground loading, side door loading, constricted space loading, and designated piece loading or stacked shipments. Also included are mixed shipments and shipments without proper delivery receipts.
- **Overtime Surcharges** - Shows that move in or move out on weekends or late in the day may be subject to overtime surcharges. See enclosed Material Handling Order Form for details.

### **Storing Empty Containers**

Properly labeled empty shipping cartons will be picked up and returned to holding area. On-site storage will be approved on a show-by-show basis depending on available storage.

### **Insurance**

All of your shipped goods must be insured by the Exhibitor from the time it leaves the Exhibitor's facilities until the time it is received by the Exhibitor after the show. Although we do our best to handle your goods as our own, there are many variables in shipping and handling that can affect your exhibit and products.

### **Customs & Brokerage Fees**

CAV is not responsible for the brokerage fees, duty or GST resulting from Exhibitor materials entering Canada from another country. CAV is not responsible for any delays in the delivery of Exhibitor materials to the show site or the advance warehouse due to Canada Border Services Agency inspections or delays resulting from insufficient or improper documentation for shipments entering Canada from another country.

**Suggested Customs Brokerage Canadian Import / Export**  
**P F Collins St John's Office 709-726-7596**

**Canadian AV Inc. Limits of Liability**

Liability - CAV is liable for loss or damage to your goods ONLY if the loss or damage was caused by CAV negligence.

Measure of Damage - If CAV was negligent and the negligence caused either loss or damage to your goods, then the measure of that damage will be determined by the following:

- a) Measure of damages in all situations (including b. below) will be limited by the Depreciated Value of the goods or repair costs, whichever is less.
- b) The lesser of \$0.30 per pound per piece, \$50 per piece, or \$1000 per occurrence. CAV does not offer or sell insurance. CAV is not liable and will not owe for loss or damage to your goods if the damage was not caused by CAV.

**Material Handling Rates:**

Small shipment (under 30 pounds): \$45  
Shipment weighing between 30-200 pounds: \$200  
Shipment weight exceeding 200 pounds: \$1 per pound

A 30% surcharge will apply to the following:

- Material handling orders placed on-site OR
- Paperwork is not sent to [slee@canadianavinc.com](mailto:slee@canadianavinc.com)
- Overnight load in load out (midnight to 6am)

All additional components that the Exhibitor would like to be stored away from its booth (i.e.: skids, containers, boxes, etc.) must be clearly labelled to avoid delays in finding them. Exhibitors must clearly label the additional components, indicating the company name and booth number in large print.

**NOTE: Canadian AV CANNOT accept any C.O.D. shipments. All charges must be cleared before we can accept any shipments.**

PLEASE FILL OUT AND ATTACH TO ALL BOXES SHIPPED TO  
Conference

Ship to: c/o Samantha Lee

CANADIAN AV INC.

709-739-6666

22 Pearl Place,

St. John's, NL

A1E4P3

Canada

**Shipments will not be received any earlier  
than September 6, 2019.**

For:

CDHA National Conference

Canadian Dental Hygienists  
Association

(Booth#)

St. John's Convention Centre or  
Delta Hotel

(Room Name)

(Dates of conference)

Box# \_\_\_ of \_\_\_ Boxes

Shipping from:

(Organization name)

(Contact Name)

Contact Phone #

Address:

(Street,

Municipality, province,

Postal Code,

Country)

PLEASE FILL OUT AND ATTACH TO ALL BOXES (AFTER CONFERENCE)

<p>Ship to:</p> <p>(Organization name)</p> <p>(Contact Name)</p> <p>Contact Phone #</p> <p>Address:</p> <p>(Street,</p> <p>Municipality, province,</p> <p>Postal Code,</p> <p>Country)</p>	<p>Shipping from:</p> <p>(Organization Name)</p> <p>Box# ___ of ___ Boxes</p> <p>22 Pearl Place,</p> <p>St. John's, NL</p> <p>A1E4P3</p> <p>Canada</p>
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## Limits of Liability & Responsibility

1. CAV and their subcontractors, employees and agents shall not be responsible for damage to uncrated materials, materials improperly packed, glass breakage or concealed damage.
2. Relative to inbound shipments, there may be a lapse of time between the delivery of shipments to the booth by CAV or its subcontractors and the arrival of the Exhibitor's representatives at the booth. Similarly, relative to outgoing shipments, it is possible that there will be a lapse of time between the completion of packing and the actual pick-up of materials from the booth for loading onto a carrier. It is understood that during such times shipments will be left in the booths unattended. SJSEL, CAV and their subcontractors, employees and agents are not responsible for the loss or disappearance of Exhibitor's materials after the same have been delivered to Exhibitor's booth, nor are SJSEL, CAV and their subcontractors, employees and agents responsible for Exhibitor's materials before they are picked up from the Exhibitor's booth for loading after the show. Consequently, all bills of lading covering outgoing shipments submitted to CAV or its subcontractors by Exhibitor will be checked at the time of pick-up from the booth and will be corrected where discrepancies exist.
3. Relative to inbound shipments, there may be a lapse of time between the delivery of shipments to the booth by CAV or its subcontractors and the arrival of the Exhibitor's representatives at the booth. Similarly, relative to outgoing shipments, it is possible that there will be a lapse of time between the completion of packing and the actual pick-up of materials from the booth for loading onto a carrier. It is understood that during such times shipments will be left in the booths unattended, CAV and their subcontractors, employees and agents are not responsible for the loss or disappearance of Exhibitor's materials after the same have been delivered to Exhibitor's booth, nor are, CAV and their and its subcontractors, employees and agents responsible for Exhibitor's materials before they are picked up from the Exhibitor's booth for loading after the show. Consequently, all bills of lading covering outgoing shipments submitted to CAV or its subcontractors by Exhibitor will be checked at the time of pick-up from the booth and will be corrected where discrepancies exist.
4. CAV and their subcontractors, employees and agents shall not be held liable for any damage incurred during the handling of equipment requiring special devices to properly load, place or reload unless advanced notice has been given to CAV in time to obtain the proper equipment.
5. CAV and their subcontractors, employees and agents shall not be responsible for loss, delay or damage due to strikes, lockouts or work stoppages of any kind.
6. CAV and their subcontractors, employees and agents shall not be responsible for ordinary wear and tear in the handling of equipment, nor for any loss or damage due to fire, theft, windstorm, water, vandalism, acts of God, mysterious disappearances or other causes beyond its control.
7. It is understood that CAV and their subsidiaries, their directors, officers, employees, representatives, agents and contractors are not insurers. Insurance, if any, shall be obtained by the Exhibitor. Amounts payable to CAV hereunder are based on the scope of the liability as herein set forth and are unrelated to the value of the Exhibitor's property. It is further understood and agreed that CAV and their subcontractors do not provide for full liability



should loss or damage occur. It is agreed that if CAV or their subcontractors should be found liable for loss or damage to the Exhibitor's equipment, the liability shall be limited to the specific article that was physically lost or damaged. Further, such liability shall be limited to a sum equal to \$0.30 per pound per article, with a maximum liability of \$50.00 per item or \$1,000.00 per shipment, whichever is less, as agreed upon damages and exclusive remedy. This paragraph shall apply if loss or damage, regardless of cause or origin, results either directly or indirectly to property or from the negligence, willful or otherwise, of CAV and their subsidiaries, their directors, officers, employees, representatives, agents and contractors. The Exhibitor shall have the burden of proving such negligence.

8. CAV and their subcontractors, employees and agents shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues or for any collateral costs that may result from any loss or damage to Exhibitor's materials which may make it impossible or impractical to exhibit same.
9. Claims for loss or damage must be submitted to CAV by the close of the show. No suit or action shall be brought against CAV or their subcontractors more than one year after the cause of action arose.
10. The Exhibitor agrees, in connection with the receipt, handling, temporary storage and reloading of its materials, that CAV and its subcontractors, employees and agents will provide these services as agents of the Exhibitor and not as shippers. If any employee of CAV or its subcontractors, employees and agents shall sign a delivery receipt, bill of lading or other document, it is agreed that CAV or its subcontractors, employees and agents will do so in its capacity as agent of the Exhibitor, and that the Exhibitor will accept full responsibility thereof.
11. CAV and their subsidiaries, their directors, officers, employees, representatives, agents and contractors shall not be liable for shipments received without receipts, freight bills or specified unit counts on receipts or freight bills, such as a courier or van lines. Such shipments will be delivered to booths without guarantee of piece count or condition.
12. Empty container labels will be available at the CAV Service Centre. Affixing the labels is the sole responsibility of the Exhibitor or its representative. It is understood that these labels are used for EMPTY STORAGE ONLY, and CAV and their subcontractors assume no responsibility for loss or damage to contents while containers are in storage or for mislabelled containers.
13. In order to expedite the removal of materials from the show site, CAV shall have the authority to change designated carriers if such carriers do not pick up the materials on time. Where no disposition is made by the Exhibitor, materials will be taken to a warehouse to await the Exhibitor's shipping instructions, and the Exhibitor agrees to be responsible for the payment of any fees relating to such handling at the warehouse. CAV does not assume liability as a result of such re-routing or handling.
14. The Exhibitor agrees, in the event of a dispute with CAV or their subcontractors, employees and agents relative to any loss or damage to any of its materials or equipment, that the Exhibitor will not withhold payment in any amount due to CAV for material handling services or any other services provided by CAV or its subcontractors, employees and agents as an offset against the amount of the alleged loss or damage. Instead, the Exhibitor agrees to pay CAV prior to the close of the show for all such services and further agrees that any claims the Exhibitor may have against CAV and their subcontractors, employees and agents

shall be pursued independently by the Exhibitor as a completely separate transaction to be resolved on its own merits.

15. The terms and conditions herein shall be interpreted in the accordance with the laws of the Province of Newfoundland and Labrador and the laws of Canada applicable therein and treated in all respects as a Newfoundland and Labrador contract. The Exhibitor hereby irrevocably and unconditionally attorns to the exclusive jurisdiction of the courts of the Province of Newfoundland and Labrador and all courts competent to hear appeals therefrom.

**The consignment or delivery of a shipment to CAV or its subcontractors, employees and agents by an Exhibitor or by any shipper on behalf of the Exhibitor shall be construed as an acceptance by such Exhibitor (and/or other shipper) of the terms and conditions set forth in Sections 1 through 15 above.**

**All shipments must be insured by Exhibitors from the time they leave the Exhibitors' facilities until the time they are received after the show. It is recommended that Exhibitors arrange all risk coverage. This can usually be done by riders to existing policies. Contact your insurance representative for more information.**