

**SERVICE INFORMATION**

**BOOTH EQUIPMENT**

Each 10' x 10' booth will be set with 8' high blue, white, and gray back drape and 3' high blue side dividers. Booths 300 sqft or less will receive a one-line identification sign. Booths larger than 300 sqft may receive a one-line identification sign upon request. Regardless of booth size, please make sure to fill out the Booth Identification Sign Order Form located in this service manual to ensure correct verbiage is used.

**EXHIBIT HALL CARPET**

All aisles will be carpeted in blue. Show Management requires all exhibitors to have carpet/flooring to enhance the appearance of your booth. Rental carpet is available through Freeman. Please refer to the Carpet Brochure and Order Form located in this manual for options.

**DISCOUNT PRICE DEADLINE DATE**

**Order early to take advantage of advance order discount rates, place your order by August 21, 2019.**

**SHOW SCHEDULE**

**EXHIBITOR MOVE-IN**

For more information and helpful hints on pre-show procedures and move-in, please go to <http://www.freeman.com/PreShowFAQ>

Wednesday	September 11, 2019	8:00 AM - 5:00 PM	<i>(Targeted Freight, Machinery &amp; Mobile Units Only)</i>
Thursday	September 12, 2019	8:00 AM - 5:00 PM	
Friday	September 13, 2019	8:00 AM - 5:00 PM	
Saturday	September 14, 2019	8:00 AM - 5:00 PM	
Sunday	September 15, 2019	8:00 AM - 5:00 PM	
Monday	September 16, 2019	8:00 AM - 5:00 PM	

**NOTE:** All exhibitors must be working on or have their displays show-ready by 5:00 PM on Monday, September 16, 2019.

**EXHIBIT HOURS**

Tuesday	September 17, 2019	10:00 AM - 6:00 PM
Wednesday	September 18, 2019	10:00 AM - 5:00 PM
Thursday	September 19, 2019	10:00 AM - 2:00 PM

**NOTE:** Exhibitors may enter the hall during move-in and move-out hours and one hour prior to and after show hours. If you require access to the hall outside of these hours, arrangements must be made with Show Management and Security.

**EXHIBITOR MOVE-OUT**

For more information and helpful hints on post-show procedures and move-out, please go to <http://www.freeman.com/PostShowFAQ>

Thursday	September 19, 2019	2:00 PM - 10:00 PM
Friday	September 20, 2019	8:00 AM - 10:00 PM
Saturday	September 21, 2019	8:00 AM - 5:00 PM

**We will begin returning empty containers once aisle carpet is removed.**

**DISMANTLE AND MOVE-OUT INFORMATION**

All exhibitor materials must be removed from the exhibit facility by Saturday, September 21, 2019 at 5:00 PM.

To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline, please have all carriers check-in by Saturday, September 21, 2019 at 3:00 PM.

**POST SHOW PAPERWORK AND LABELS**

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

**EXCESSIVE TRASH AND BOOTH ABANDONMENT**

Any excessive trash which consists of display materials, carpet, padding, crates and/or pallets will be disposed of and charged both a handling fee and disposal fee during exhibitor move-in. Excessive booth materials and/or literature left in the booth at the end of the published exhibitor move-out that is not labeled for an outbound shipment will be considered abandoned and deemed as trash. The exhibitor will be charged for the removal and disposal of these items. Charges may include Installation & Dismantle Labor, Forklift/Rigging Labor, and/or Dumpster Fee. Please call our Exhibitor Services Department at (404) 253-6494 for a quote.

**SERVICE CONTRACTOR CONTACTS / INFORMATION:**

**FREEMAN**

841 Joseph E. Lowery Blvd NW  
 Atlanta, GA 30318  
 (404) 253-6494 fax (469) 621-5610  
 FreemanAtlantaES@freeman.com

**FREEMAN EXHIBIT TRANSPORTATION**

(800) 995-3579 US & Canada or +1(512) 982-4187 Outside the US or +1(817) 607-5183  
 International Shipping Services or fax (469) 621-5810 or  
 email exhibit.transportation@freeman.com

**FREEMAN ONLINE®**

**Take advantage of discount pricing by ordering online at [www.freeman.com](http://www.freeman.com) by August 21, 2019.** Using the enhanced FreemanOnline, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect — **before, during and after** your show. Additionally, you can now access FreemanOnline from any device — **desktop, laptop, tablet** or via our new **FreemanOnline Mobile App**.

To place online orders, you will be required to enter your unique Username and Password. If this is your first time to use FreemanOnline, click on the "Create an Account" link. To access FreemanOnline without using the email link, visit [www.freeman.com](http://www.freeman.com). You can also download and use the FOL Mobile App from the Apple or Android store, or here: [folmobile.freemanco.com](http://folmobile.freemanco.com). A mobile web version of the FreemanOnline Mobile App is available to extend mobile use for those users that do not have an Apple or Android device or who do not want to download the app.

If you need assistance with FreemanOnline, please call our Customer Support Center at (888) 508-5054 Toll Free US and Canada or +1(512) 982-4186 Local and International.

**SHIPPING INFORMATION**

**Warehouse Shipping Address:**

**Exhibiting Company Name / Booth # \_\_\_\_\_**  
**2019 GlassBuild America**  
**C/O Freeman**  
**841 Joseph E Lowery Blvd NW**  
**Atlanta, GA 30318**

**OFFICE & WAREHOUSE CLOSED**

**Monday, September 02, 2019 for Holiday**

Freeman will accept crated, boxed or skidded material beginning Monday, August 12, 2019 at the above address. Please note that the Freeman Warehouse does not accept uncrated freight (loose, pad-wrapped material and/or unskidded machinery), COD shipments, hazardous materials, freight requiring refrigerated or frozen storage, a single piece of freight weighing more than 5,000 pounds or a single piece of freight beyond the dimensions of 108" H x 93" W. Material arriving after September 04, 2019 will be received at the warehouse with an additional after deadline charge. Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 4:00 PM. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (404) 253-6494.

**Show Site Shipping Address:**

**Exhibiting Company Name / Booth # \_\_\_\_\_**  
**2019 GlassBuild America**  
**Georgia World Congress Center**  
**C/O Freeman**  
**285 Andrew Young International Blvd NW**  
**Atlanta, GA 30313**

Freeman will receive shipments at the exhibit facility beginning Wednesday, September 11, 2019 at 8:00 AM. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. If required, provide your carrier with this phone number: (404) 253-6494.

**Please note:** All items and materials that must be brought into the facility are subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors. Refer to the material handling form for charges for the service.

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for your quoted rates and rules applicable to disposal of your exhibit properties.

**LABOR INFORMATION**

Union Labor may be required for your exhibit installation and dismantle. Please carefully read the UNION RULES AND REGULATIONS under Labor Services to determine your needs. Exhibitors supervising Freeman labor will need to pick up and release their labor at the Labor Desk. Refer to the order form under Display Labor for Straight time and Overtime hours.

**ASSISTANCE**

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (404) 253-6494.

**WE APPRECIATE YOUR BUSINESS!**

## FREEMAN GENERAL INFORMATION

### TRANSLATION SERVICE

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman Atlanta Exhibitor Services at (404) 253-6494 or Freeman's Customer Support Center at (888)508-5054 US & Canada or +1(512) 982-4186 Local & International.

### HELPFUL HINTS

#### SAVE MONEY

Order early to take advantage of advance order discount rates, place your order by August 21, 2019.

#### AVOID DELAY

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

#### SAFETY TIPS

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for you booth. This can cause serious injury or damage to materials.

We discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure that the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

The operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EAC's). Thank you for your cooperation.

#### EXHIBITOR ASSISTANCE

For more information and helpful hints on pre-show procedures and move-in, please go to <http://www.freeman.com/PreShowFAQ>

For more information and helpful hints on post-show procedures and move-out, please go to <http://www.freeman.com/PostShowFAQ>

Call Freeman's Exhibitor Services department at (404) 253-6494 with any questions or needs you may have.