

## A. INTRODUCTION

This shipping manual will assist you in the correct and timely dispatch of your exhibits to Singapore and should be read in conjunction with the exhibitor-kit issued by the organisers. Please do not hesitate to contact us if you require clarification on any points.

**Rogers Expo Services (Singapore) Pte Ltd**  
6, Harper Road, #05-03  
Leong Huat Building  
Singapore 369674

Tel: +65 6846 0055  
Fax: +65 6846 1376  
E-mail: [sales@rogers-asia.com](mailto:sales@rogers-asia.com)

We wish you every success and look forward to seeing you in Singapore.

## B. CONSIGNING INSTRUCTIONS (SEA & AIR)

All freight should be shipped on "FREIGHT PREPAID", and consigned as follows:-

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For : **(Name of Exhibition)**

## C. LATEST ARRIVAL DEADLINES

Please ship your goods to arrive Singapore no later than:-

Seafreight FCL & LCL	:	10 – 14 days before show date
Airfreight	:	07 – 10 days before show date
Video (via courier)	:	14 days before show date

## D. SHIPPING DOCUMENTATION AND PRE-ADVICE

For all shipments, copies of documents, including air or ocean bills of lading / Airway Bills, truck, invoices & packing list and other required documentation must be faxed/e-mailed to Rogers Expo Services (Singapore) Pte Ltd (+65 6846 1376) or [sales@rogers-asia.com](mailto:sales@rogers-asia.com) **SEVEN WORKING DAYS** prior to arrival. Please also indicate the name of the showsite representative, their office phone and fax numbers, their mobile phone number and their e-mail address.

The shipper is responsible for any delays due to bad weather, war, strike, equipment failure, intensive examination or other Government intervention.

Please fax stand plans & insurance certificates, if applicable.

Whichever method you choose, please ensure you fax / email a brief pre-advise to us as soon as available.

## E. DOCUMENTATION – INVOICES & PACKING LISTS

To enable us to clear your exhibits, please complete the enclosed 'Combined Invoice and Packing List' marked Annex A. This document is to be completed in English, with full details such as description of commodity, unit & total value in Singapore Dollars or US dollars and in CIF terms. Exhibitors are requested to indicate on the "Combined Invoice & Packing List" on columns A,B or C whether items are intended for temporary import, sale or for free distribution.

The offices of Rogers Expo Services (Singapore) Pte Ltd and / or its agents in your own country can assist you with any difficulties you may have with your documentation.

## F. PACKING

Please ensure your equipment is packed in strong, waterproof packing case, which lends itself to being re-packed after the exhibition. Please bear in mind that your exhibits will be in transit for long periods both to and from the exhibition, and that cartons are not suitable to withstand the constant handling which takes place during transshipment. Exhibitors shall be responsible for the consequences of improper packing.

When packing, exhibitors should take into consideration the weight and height restrictions of the show venue. Exhibitors shall be responsible for all consequences if they send to the show any exhibits with dimensions and weight that exceed the limits of the show venue. If in doubt, exhibitors should check with the organiser.



## **L. PROHIBITED / RESTRICTED / CONTROLLED GOODS PLEASE DO NOT SHIP WITHOUT OUR PRIOR APPROVAL**

The following categories of materials are prohibited, restricted or controlled and require special documentation and/or clearances prior to importation. Please supply us with details of your goods so we can advise you of the import paperwork required for the different types of products. On no account are the following products to be shipped without checking with us before hand.

### **Prohibited Restricted / Controlled**

- Cross-bow, chewing gums and pornographic materials
- Arms and explosives, fireworks, military equipment, toy guns / arms
- Telecommunication / transmitting equipment
- Radiographic equipments
- Vehicles
- Foodstuff & Beverage products
- Cigarettes & Tobacco products
- Medical / Pharmaceutical / Chemical products
- Live Animals and any products made from animal parts

### **FOODSTUFF**

Most food products require special import permission by the Health & Hygiene Authorities, particularly meat, fish and diary products whether fresh, frozen or canned. Permission is granted on a case-to-case basis, and these items must be accompanied by Certificate of Origin and Health Certificate (in English) from the Government Veterinary Department of the exporting country. Please check with us for instructions and documentary requirements. Do not effect shipment without our prior approval.

All food products must be packed, documented and despatch on separate Master Airway Bills to all other exhibition products. They will be imported based on the pre-payment of GST at the time of customs clearance. We are also able to provide special handling and storage of chilled and frozen products and these services & rates will be quoted separately upon request.

### **ALCOHOLIC BEVERAGES**

Alcoholic beverages may only be imported on a permanent basis, and are subject to payment of duty & GST which must be paid at the time of importation. Duty rate varies depending on the alcoholic contents, which will be determined by the Government's chemist from samples extracted or as determined by Customs. All duties / GST paid are not refundable.

The following details must be indicated on the Commercial Invoice / Packing List:

- Number of cases / pallets
- Number of carton per case / pallet
- Number of bottles per carton
- Number of litres per bottle
- The percentage of alcohol content
- Type of Alcoholic Beverage (e.g. wine, bourbon, vodka etc). If wine – whether still or sparkling, red or white wine. (A certificate of Age for Whiskey or Brandy must be attached to the invoice)

We strongly recommend that you do not send any alcoholic drinks / beverages as most brands are easily available in the local market.

### **MEDICAL / PHARMACEUTICAL / CHEMICAL PRODUCTS**

Import and Export Licences are required for western medicines and traditional Chinese medicine, pharmaceutical products & chemical products.

Please note that we do not have the authority to apply for an import license, or act as importer for any pharmaceutical products on an exhibitor's behalf, even for exhibition purposes only. Those participants planning to ship product samples must have a registered pharmacy / importer holding valid licenses to clear same.

### **IMPORTANT NOTE:**

It is the exhibitor's responsibility to ensure that their materials conform to all existing regulations regarding the import of any items regulated by the various government agencies in Singapore. The list above is not exhaustive and subject to change at any time by operation of law. Therefore in the interest of safety, we would urge all participants to contact us for specific instructions regarding these and any other category of materials. Additional cost may be associated with these clearances, permits or licences. In all instances, the approval of import permits/licences is solely at the discretion of the relevant government authorities and we cannot be held responsible for their refusal to grant such permits, even if the product have already arrived in Singapore.

## **M. FCL CONTAINER STORAGE / DEMURRAGE**

Container storage and demurrage / detention charges will be levied by the shipping lines for any containers that are held in use longer than the free period specified by them (usually 3 days from arrival of vessel). If the containers are required to be retained till a later period due to exhibitors' request to be present for unloading; for onsite storage; for subsequent re-export or any other purposes, we suggest that the exhibitors negotiate a pre-agreed demurrage rate with the shipping line at the country of origin, as any negotiation with the shipping lines in Singapore will be difficult. All such charges incurred will be billed at cost.

## **N. STAND LAYOUT PLANS**

If you are exhibiting heavy equipment, which requires the use of a forklift truck or crane to place it in position on your stand, we ask you to supply us with scale layout drawings so we can position such items early during the build up period. Drawings should accompany your Combined Invoice & Packing List.

## O. UNPACKING / REPACKING ON-SITE

We will assist you in physical unpacking and installation of exhibits, however exhibitors must supervise and be responsible for these operations. For this purpose, a representative of the company must be available on-site during the move-in period. If exhibitors arrive on-site late, or instruct us to arrange unpacking or repacking unsupervised on their behalf, we shall handle these operations only at the exhibitors risk.

Similarly, during exhibition closing, exhibitors must also supervise the dismantling and repacking of exhibits, especially for delicate or heavy equipment. When exhibits are repacked with used packing materials, the packing is regarded as no longer suitable to protect the equipment against damage/moisture compared with the original. Exhibitors shall therefore bear the responsibility for any consequences arising there from.

## P. EXHIBITION CLOSING PROCEDURES & RETURN MOVEMENT

The following documents will be distributed to exhibitors before closing.

- a copy of the List of Exhibits previously submitted to customs
- a form of Instructions for Disposal of Exhibits

We will start to return empty cases to stands on the closing day after all visitors have left, and will assist exhibitors in re-packing and undergoing Customs formalities. In order to ensure the closing of the exhibition can proceed smoothly, those exhibitors with heavy and oversized equipment may be required to repack their exhibits on the next day. Our on-site representative will inform exhibitors of the exact arrangements during the exhibition.

Exhibitors are requested to declare on their disposal form the number of packages, value, and weight/volume of each product within the following categories:-

- sold
- to be returned (port of destination / mode of transport)
- consumed / given away

Return consignments will be despatched on a freight 'prepaid' basis upon full payment of our handling charges in Singapore or on 'collect' terms via a shipper's disbursement. **(Please note that we are not in a position to handover any return freight to other third party agents** as temporary import guarantees are lodged in our name and customs formalities must be cancelled at the time of exportation). We will be pleased to provide you with a quotation upon request.

## Q. INSURANCE

As the official tariff is computed on the basis of volume or weight and has no correlation with the value of exhibits, it follows that the cost of insurance cover is not included in our charges. It is the responsibility of each exhibitor to arrange a full transit Insurance Policy covering transport to the exhibition, during the exhibition, and the return of exhibits to domicile, including the period the exhibits are handled by us, and also ensure that Transport Insurance is arranged for exhibits sold locally. Insurance shall include a waiver of subrogation against ROGERS EXPO SERVICES (SINGAPORE) PTE LTD and its agents and / or subcontractors.

Exhibitors should also bring a copy of the insurance policy to Singapore, as it will be required in case we need to file a claim for damage or loss on your behalf.

## R. PAYMENT TERMS & CONDITIONS OF TRADING

Companies using Rogers Expo Services (Singapore) Pte Ltd or its appointed agents will be invoiced by them for all services. Companies shipping other than by our offices or agents are advised that full payment must be received by us as follows:

- Inward** : Upon uplift of goods, prior to delivery to stand.  
**Outward** : Upon presentation of invoice/prior to return of exhibits to sender.

All payments must be made without any deduction or deferment on account of any claim, counterclaim or off-set. Any dispute relating to invoice must be notified in writing within 7 days of invoice date, otherwise the amount is deemed to be correct. In respect of any late payment, interest shall be chargeable at the rate of 2% per month.

**Personal or foreign cheques are not acceptable.** Payment can be made by Telegraphic Transfer to our account as follow:-

**The Hong Kong and Shanghai Banking Corporation Limited,**  
Robinson Road P.O. Box 896  
Singapore 901746  
Sin Dollar A/C No: 141-101212-001  
(Bank Swift Code: HSBCSGSG )

All work is undertaken at owners risk and otherwise in accordance with our terms & conditions of trading, (Copy is available upon request). Insurance is not included!