



General information

Merkur Expo Logistics GmbH has been appointed by Kenes as the sole official freight forwarder, customs broker, and handling agent for ESID/EHA/SIOPE joint symposium -(INTERPLAY 2025)

For safety- and time reasons, no other contractor is permitted to bring the lifting platform into the venue and operate it.

The services offered by **Merkur Expo Logistics GmbH** include:

- Transport, national and international
- Temporary or permanent customs clearances
- Coordination of deliveries, delivery time and slot management
- Unloading, delivery to exhibition-stands, forklifting
- Storage of empty boxes and crates during the event
- On-site assistance and supervision

Important Dates		
Show Dates	November 18 th -20 th .2025	
Buildup	Monday, November 17 th .	08.00h -20:00 h
Dismantling	Thursday, November 20 th	13.00h – 18.00 h

Shipping instructions

Merkur Contact Details |

Office | Merkur Expo Logistics GmbH | Rheinstraße 2 | DE - 65760 Eschborn

(No acceptance of shipments to this address)

Warehouse | Merkur Expo Logistics GmbH | Im Steinigen Graben 7 | DE – 63571 Gelnhausen

Merkur Expo Logistics project manager

Ian Heiringhoff

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Instructions shipments via warehouse

- The venue does not accept shipments that are sent directly
- **Merkur Expo Logistics GmbH**'s responsibility ends with the delivery of the exhibitor's consignment to the stand during the set-up phase, regardless of whether the exhibitor is present or not. Items remaining on the stands after the official dismantling time will be removed at the exhibitor's expense.
- You can arrange your shipment to our warehouse with any carrier or courier service or contact us to get a quote for door-to-door shipping. We recommend door-to-door service to avoid too many parties involved.
- No acceptance of consignments without prior notice / order form (Consignments without advance notice will be charged with additional costs or returned to the sender)
- All shipments coming from non-EU countries are subject to customs clearance and must be accompanied by a commercial invoice for customs purposes. For shipments with high values that need to be returned after the event, we recommend opening a carnet in the country of origin.
- All shipments must be sent on a prepaid basis, Incoterm DDP (Delivered, Duties Paid).
- Handling costs according to official tariff.

Services	Dates
Deadline for pre-alert of your shipment to the warehouse	November 03, 2025
Deadline for the arrival of your shipment at the warehouse	November 10, 2025
Airport of destination	Frankfurt am Main (FRA)
Advance warehouse Shipping address	Merkur Expo Logistics GmbH Warehouse Im Steinigen Graben 7 DE – 63571 Gelnhausen
Labeling information	ESID/EHA/SIOPE (INTERPLAY) 2025 – Booth-No. EXHIBITOR NAME
Required documents	Oder form / Pre-Alert Labels Draft of a commercial invoice (Courier services may request additional documents)

Courier shipments + printed matter and bag inserts

- We strongly recommend sending your courier shipment to the advance warehouse only. Couriers face problems delivering shipments to the venue on a regular basis.
- We can only clear in our name FedEx, UPS, DHL Express and TNT Courier shipments. Please note that courier shipments cannot be cleared automatically by the courier companies but do require an importer of record. We will act as importers if required by providing our VAT registration number to customs. This service is chargeable, please check our tariff.
- courier company, number of pieces and tracking number.
- Courier charges for handover of import shipping documents € 85.00/ document.
- Shipments that arrive without pre-altered and payment confirmation will not be accepted.

Instructions direct deliveries

- Only full truckloads of stand construction materials can be delivered directly to the venue (subject to the confirmed time slot and only within the official set-up times)
- Due to the limited space and tight schedule, all unloading operations will be carried out exclusively by **Merkur Expo Logistics GmbH**.
- You can organize this transport yourself or contact us for a quote for the door-to-door trucking service.
- Please make sure that you register for a time slot for your truck within the specified deadlines
- All unloading and deliveries to the stand are organized by our team with a 3t forklift.
- Handling costs according to official tariff.

Services	Dates
Deadline for application of time slot	November 03, 2025
Shipping address for direct deliveries by truck No Courier shipments to this address	Austria Center Bruno-Kreisky-Platz 1 A-1220 Vienna
Labeling information	ESID/EHA/SIOPE (INTERPLAY) 2025 – Booth-No. EXHIBITOR NAME
Required documents	Oder form / Pre-Alert Time slot application



International shipments

- All international shipments must be sent to Frankfurt Airport
- For shipments in connection with customs clearance, please contact us. We require documentation (invoices, packing lists, etc.) for the receipt of your shipment. Please do not send any consignments without confirmation from us.
- Shipments arriving without prior notice will be charged at 85.00 euros + expenses at cost in addition to the handling rate.
- Please do not send any restricted products or contact us to check whether your goods require further documentation.

Storage and empties

Empty boxes and packaging material are collected and stored safely during the exhibition. All boxes should be sturdy enough to be repacked and reused after the end of the congress. Empties are stored outside the Congress Center and are not accessible after collection. **Merkur Expo Logistics GmbH** cannot be held responsible for damaged or lost material in the empties. If you require accessible storage of promotional materials, please let us know seven days before the opening of the congress. Smaller quantities of storage material can be handed over to our employees on site.

Insurance

We strongly recommend that all exhibitors take out insurance to cover transportation to and from the exhibition, as well as during the exhibition and storage. Please note that **Merkur Expo Logistics GmbH** does not take out insurance unless requested to do so in writing. It is the exhibitor's responsibility to ensure that appropriate security measures are taken to guarantee the safety of any goods left on the stand. **Merkur Expo Logistics GmbH** is not liable for loss, theft, or misappropriation.



Basic contractual conditions

All services are invoiced according to the official Forwarding & Handling tariff and are based on advance payment, unless otherwise agreed. All work is subject to the German Forwarders' Terms and Conditions, CMR (latest version), ADSp Trading Conditions (latest version) and the **Merkur Expo Logistics GmbH** liability policy in conjunction with the conditions and tariffs for trade fair transportation. Further information can also be found on our website at www.merkur-expo.com. The liability of **Merkur Expo Logistics GmbH** ends with the delivery and begins with the collection of the freight at the exhibition stand. It is the exhibitor's responsibility to ensure the safety of the material until it is collected by **Merkur Expo Logistics GmbH**. Our invoices are due immediately after invoicing without further notice. Customers who are not known to us or with whom we have not agreed payment terms will be asked to pay our costs before the start of the event or on site during the event or before returning their exhibits.

Payment terms

- Invoices will be sent by e-mail only.
- The invoicing is per shipment.
- Full payment of the incoming handling charges must be received prior the delivery to the booth.
- The outgoing handling charges are payable immediately after receipt of our invoice.
- Payment can be made by credit card (VISA and MASTERCARD) or by wire transfer. Personal or foreign cheques are not acceptable.
- VAT will be added.
- 1,5% interest per month will be charged on overdue payments.
- Please notify "Merkur" immediately about any requirements relating to invoices.
- Please note that all payments are in €.