



# Shipping Manual



# Shipping Manual

## for



**35TH IAOM**  
ANNUAL  
**MIDEAST & AFRICA**  
**CONFERENCE & EXPO**  
1-4 December 2025 | Jeddah, Saudi Arabia  
**BEYOND FLOUR!**

***Presented by:***

**DSV - Fairs & Events**

A division of DSV SOLUTIONS FOR LOGISTICS SERVICES

Logistics Park

Sulay, Exit 18 Riyadh,

Saudi Arabia

E-mail: [Mohamed.tantawy@dsv.com](mailto:Mohamed.tantawy@dsv.com)

[www.dsv.com](http://www.dsv.com)

# SHIPPING INSTRUCTIONS

## 1. CONSIGNMENT INSTRUCTION

All shipping documents including Bill of Lading / Air Waybill / Truck Waybill / Invoice / Packing list / Certificate of origin on Freight Prepaid basis must be consigned to:

**Consignments being sent to Jeddah (Jeddah airport or Jeddah seaport)**

**Consignee: KAAF INTERNATIONAL TRADING COMPANY**

AS SAYYIDAH KHADIJAH STREET

AL FAISALIYAH DISTRICT

PO BOX: 23441

JEDDAH, KINGDOM OF SAUDI ARABIA

VAT: 311375179200003

E-mail: Mohamed.tantawy@dsv.com

Mobile number: +966 56 378 0413

**Notify Party: KAAF INTERNATIONAL TRADING COMPANY**

AS SAYYIDAH KHADIJAH STREET

AL FAISALIYAH DISTRICT

PO BOX: 23441

JEDDAH, KINGDOM OF SAUDI ARABIA

VAT: 311375179200003

E-mail: Mohamed.tantawy@dsv.com

Mobile number: +966 56 378 0413

Exhibitor Name: \_\_\_\_\_

Stand No : \_\_\_\_\_

**Description:** Exhibitions Goods

All documents such as Bill of Lading, Air Waybill, Commercial Invoice & Packing List must show the consignee as indicated above.

## 2. DOCUMENTS REQUIRED

Please DO NOT mix temporary and permanent entry shipments under one AWB or B/L and should be forwarded separately. Separate documents are required for temporary and permanent import and should correlate each other and tally with Bill of Lading/Air Waybill/Truck Waybill.

Handwritten documents are not acceptable. The entries on the Invoices must be in English Language. Details on all documents must tally with the actual shipment. Pro Forma invoice or shipping Invoice is NOT acceptable.

Please ensure all draft documents are shared with DSV staff prior to shipment or issuance of the original documents. This will allow us to verify and confirm their accuracy, helping us to avoid the receipt of incorrect or incomplete documents.

### For All Shipments

The scan copy of the original shipping documents must be sent to DSV Fairs & Events team **prior to dispatch of the shipment to obtain the SFDA permit etc.**

**FOLLOWING DOCUMENTS ARE REQUIRED FOR PURPOSE OF IMPORT CLEARANCE ON ARRIVAL.**

### By Airfreight & Sea freight

- Express release Sea waybill of loading / Master air waybill / truck waybill **(for perishable shipments: MAWB should clearly mention the temperature to be maintained and ensure the same is manifested in the Airline system).**
- Commercial invoice signed and stamped by shipper on shipper's letter head.
- packing list +1 copies attached with the shipment **(not to declare any value / HS code details).**
- Certificate of origin (road shipment required original certificate)
- 2 sets of original legalized Health / Halal Certificate + 1 copies attached with the shipment (for food shipment)
- Phytosanitary certificate for products of plant origin+ 1 copies attached with the shipment

- Halal slaughter certificate for products of animal or poultry origin. (including information such as slaughter date, expiry date, etc....) + 1 copies attached with the shipment (for food shipment)
- 2 sets of ingredients & quality list + 2 copies attached with the shipment (for food shipment)
- H.S. Code Summary Sheet (If more than 2 H.S. Codes)
- 1 x Clear picture of all the DG items along with MSDS
- 2 x original insurance + 2 copies (for CIF shipments)
- 1 x Brochures and product catalogues for any regulated products (refer page 4)
- Participating letter
- Pledge letter (The pledge letter must be printed on the exhibitor's official letterhead. A form will be provided upon request for any shipment requiring an SFDA permit)
- 1 x Original SABER certificate + 2 copies (refer page 5) Will be arranged by the Consignee through Saber Portal along with Items Catalogue, Pictures, Quality report & Checklist from Manufacturer or Supplier.

### **Commercial Invoice**

The signed (blue ink) & stamped commercial invoices must be in original on shipper's(exhibitor's) letterhead and bear the following information: Invoice number, number of packages, itemized description of goods, itemized visible engraved serial number, itemized harmonized code, production date & expiry date (for food items), itemized value, total CIF value should be declared as FOB value + insurance + Freight, indicating currency code, total number of packages, total net & Gross weight, itemized country of origin (Manufacture) and the remark "shipment for temporary (or permanent) import into Jeddah, KSA for **"35<sup>th</sup> Annual IAOM MEA Conference & Expo 2025"** and will be re-exported after the exhibition". The invoice number should also reflect on Air Waybill / Bill of lading as well. Invoice must show C & F value for each item preferably in United States Dollars (USD).

A separate invoice is required for consumable items & all consumables, give away, literature must have a value for customs purpose. This should be separate shipment and can't be mixed with temporary import shipment)

Each invoice must include the following paragraphs appropriate to the goods that are sending:

**We certify that items (1\_\_\_\_) are manufactured by (Company name) and (address).**

**We certify that the literature is printed /published by (company name) and (address).**

The acceptance of the shipping documents as originals and the values given is subject to the sole discretion of the customs as per their defined parameters. Failure to comply with documentation and accuracy will result in delay and undue inconvenience, storage & other dues, which shall be for account of the shipper.

Food items, giveaways, brochures, catalogues, magazines, printed matters, CD ROMs etc., are dutiable on final basis and must be given a value based on CIF basis. DO NOT INDICATE 'No Commercial Value' on the invoice.

If the invoice consists of more than three H.S. Code, a summary sheet is required as per the following format:

### **SUMMARY OF H.S. CODE AS PER INVOICE No..... DATED.....**

H.S. Code	Description	Country of Origin	Quantity	Weight	CIF Value*

### **Packing List**

The Packing List must give details of the Content of each case, number of packages, Serial/ Model number, weight and measurement of individual package under a HS Code including shipping marks of the goods.

### **Certificate of Origin -** (Applicable for Road Freight only)

Certificate of origin (COO) must be issued from the local Chamber of Commerce at origin. The details on the COO (consignee, weight, pieces, and origin) must correspond with those shown on the other documents. COO could be exempted for few products which have stamped, embossed and immoveable labels of origin attached to all freight. Removable stickers declaring country of origin(s) are not allowed. To benefit from this customs exemption, any imported products that have pre-existing international agreements must be accompanied by a COO as per the form and conditions stated within them.

## Courier Shipments

- Don't send any food or consumable items as courier shipment. DSV will not hold any responsibility if it gets stuck in customs.
- When you are booking the courier shipments, please ensure you have booked it under DDP Incoterms, and the Courier company will be able to customs clear and deliver it door to door.
- Ensure that any shipment sent through courier are not of high quantity & Value.
- Courier companies generally cannot clear exhibits and equipment being sent for exhibitions in Saudi Arabia Such shipments are normally held with Customs when the volume or value is high. We therefore recommend you contact your courier company and ensure they can customs clear and handle exhibition goods. In cases where the courier company cannot process the clearance, we cannot be held responsible for late or non-delivery of such shipments.
- Please DO NOT send courier shipments addressed direct to your hall or stand/booth number.
- All courier shipments (up to 50 Kg / 0.3 CBM maximum) should be sent to the following delivery address: -  
Shipments must be consigned to

### **KAUF INTERNATIONAL TRADING COMPANY**

**C/O 35<sup>th</sup> Annual IAOM MEA Conference & Expo 2025**

AS SAYYIDAH KHADIJAH STREET

AL FAISALIYAH DISTRICT

PO BOX: 23441

JEDDAH, KINGDOM OF SAUDI ARABIA

VAT: 311375179200003

E-mail: Mohamed.tantawy@dsv.com

Mobile number: +966 56 378 0413

Name of Exhibitor :

Stand Number :        :

- Courier pre alert must be communicated by e-mail – **To: Rohit John** - rohit.john@dsv.com | Rohini Manoharlal - rohini.manoharlal@dsv.com

**Cc:** Mohamed Tantawy - Mohamed.tantawy@dsv.com | Ahmed Khafaga - ahmed.khafaga@dsv.com

- It is the responsibility of the exhibitor to check with DSV if their package has been received. Shipments that require advance payment of Customs Duty or any other freight charges will be refused unless it is pre- arranged.

## SFDA

All imported food, prepared for human consumption, whether raw, fresh, manufactured or semi-manufactured. Any substance that enters into the manufacture of food or preparing or processing it, SFDA is certificate is necessary.

### HALAL CERTIFICATE:

A document certifying that the product, service, or the systems specified therein are in compliance with the halal requirements of Islamic law, such as: halal slaughter certificates, certificates of establishments, farms, slaughterhouses and facilities classified as "halal", certificates of the components of primary products, additives and ingredients that include meat derivatives and extracts, rennet and gelatin. Animal fats, oils, and their derivatives.

#### Halal slaughter certificate:

A certificate attached to shipments of meat, poultry, and their products, including information.

Shipment such as slaughter date, expiry date, etc....

### Importing for the purpose of consumption and marketing.

- Registering it in the food system or submitting a letter **in advance five weeks** before the shipment arrives to the General Authority for Food and Drug, requesting an import permit, stating the following in the request:
- A statement of the names of the products to be imported, clarifying the nutritional components in the product and the country of origin and export for each product, **with a pledge in the letter to the following:** -
  - Ensure product safety.
  - Commitment to the condition that no advertising or promotional material for food products may be issued outside the scope of the exhibition or event.
  - Not to trade imported materials outside the scope of the purpose for which they were imported and to re-export the remainder (exhibition - event).
  - Attach a proof of participation from **organizing Authority**.
  - Compliance with technical regulations for food transportation.



### Special Requirements for Foodstuff or perishable Shipments

- “Certificate of Islamic slaughter” (for meat/chicken, etc.,) with the clause “The meat /poultry covered by this certificate was slaughtered in accordance with Muslim procedures; it was slaughtered by means of a sharp knife, cutting through the skin, jugular vein and trachea, to result in thorough bleeding of the carcass in preparation for dressing. The Name of Almighty God was mentioned as the animal was slaughtered “Bismillah Wa Allah Akbar”.

- Following details must be printed or embossed (not stamped) on individual package or cans:

Product .....  
Batch Number .....  
List of ingredients .....  
Production Date (English) .....  
Production Date (Arabic) .....  
Expiry Date (English) .....  
Expiry Date (Arabic) .....  
Made in .....

SAMPLE, NOT FOR SALE, DISPLAY ONLY ON **(35<sup>th</sup> Annual IAOM MEA Conference & Expo 2025)**

Hall& Stand number: .....

- **Shipments with Dry Ice:** Ensure that the shipment is booked under "Perishable. “This classification must be reflected on the Air Waybill (AWB) and in the airline's system. This ensures that the airline is responsible for transferring the shipment to the cold store upon arrival at Jeddah Airport.
- **Perishable Shipments:** For any Perishable shipment please ensure the required temperature must be reflect on the AWB and on the Airline system. Additionally, ensure this information is highlighted in the pre-alert.
- **Samples Box:** For easier identification of the products during SFDA Inspection, please ensure to place a sample of each product in a box and place the box on the top line of the pallet **marked SAMPLES FOR SFDA INSPECTION**.
  - Please note that if this is not provided then during SFDA Inspection the inspector might open all the boxes to check for the products as per the packing list / invoice. This may result in products being mixed up while repacking.
  - Please note that the decision to open the packages or no is totally up to the discretion of the SFDA/ Customs inspectors and not in our control.

### SFDA Permit documents requirements for Cosmetics clearance:

Listing the cosmetic product on the Ghad platform for incoming products or submitting a letter **in advance five weeks** before the shipment arrives to the General Authority for Food and Drug in which a request is made for approval of the import, stating in the application the following: -

- Statement of product names, ingredients, country of origin and export for each product.

#### **Undertaking for the below: -**

- Ensure product safety.
- Commitment to the condition that no promotional or advertising material for cosmetic products may be issued outside the scope of the exhibition or event.
- Not to trade imported materials outside the scope of the purpose for which they were imported and to re-export the remainder (exhibition - event).
- Attach an exhibition or event license with proof of participation (from the governmental organizing authority).
- Adherence to the conditions of transportation and storage mentioned in (Code of Transportation and Storage of Products Subject to the Supervision of the Pharmaceutical Sector through Customs Ports Code of Transportation and Storage of Products Subject to the Supervision of the Pharmaceutical Sector through Customs Ports | General Authority for Food and Drugs (sfda.gov.sa)
- Proof of marketing of products in the country of origin (freedom of sale).

#### **Submitting the required documents for clearance on the electronic clearance platform, which are:**

- A copy of the Authority's approval for importing products not listed with the Authority.
- A copy of the bill of lading.
- A copy of the purchase invoice containing the following data:
  - Name and nationality of the manufacturer.
  - Invoice number and date.
  - Product name.
  - Batch number, batch number or production date.

### For All Shipments

The scan copy of the original shipping documents must be sent to DSV Fairs & Events team 5 weeks prior to the arrival of the shipment to obtain the SFDA permit etc.

A full pre-advice, with copy of all the documents, should be sent to DSV Fairs & Events, prior to the dispatch of the shipment for pre-approval.

### SABER

- The Saudi authority SASO (Standards, Metrology and Quality Organization) has introduced a new system for the Certificate of Conformity.
- The electronic certification and conformity assessment certificate SABER is set to replace the Certificate of Conformity CoC since 2019 and accelerate the processes.
- SABER is an online system that connects importers, certification bodies and Saudi customs and trade authorities.
- The goal of Saber is to quickly handle shipments, reduce counterfeit consumer goods, track products more easily and increase the number of SASO-approved products in the Saudi market.
- SABER platform relates to the Ministry of Trade & Industry, SASO, Saudi Customs Authority & the certification bodies.

### ATA Carnet Import Regulation

- Not applicable for any food or consumable shipments.
- Exhibitor must obtain approval to use ATA Carnet in Saudi Arabia. Prior to the movement it needed to be applied by visiting this link <https://eservices.zatca.gov.sa> and then an application reference will be available. Once it's been reviewed by customs, they will give permission or reject the Carnet to use in SAUDI Arabia.
- ATA Carnet reference number should be mentioned in the AWB or the B/L and the shipping documents.
- You cannot mix ATA Carnet shipment under temporary import with permanent import under one MAWB or MB/L, this should be done in separate MAWB or MB/L
- Itemized visible engraved serial number, H.S. Code, description of goods, Number of pieces, Weight etc., should be mentioned on all documents.
- Shipment will be under customs inspection and should tally with the ATA Carnet and shipping documents. If not, customs duty will be applicable on final basis.
- Shipment in full must be re-exported after the exhibition.
- Return destination of the freight should be mentioned on the ATA Carnet.
- Original Invoice should be attached along with the ATA Carnet.
- The period fixed for the re-exportation of goods imported under ATA Carnet shall not exceed 6 months from the date of temporary admission.
- In Saudi Arabia, carnets cannot be used for materials contrary to Islamic culture, pornography, distilling equipment, religious sculpture, or images, or any depicting nudity.
- Prior approval from the Saudi authorities is required for live animals, films, videos, periodicals and books, particularly religious books. The same applies to wireless, or radio-controlled equipment, products containing alcohol and archaeological artifacts.
- A service charge will be applicable for each ATA Carnet being processed.

## 3. DEADLINE FOR DISPATCH OF DOCUMENTS (SFDA PERMIT- PRE-ALERTS)

Copy of all documents must be forwarded to the following email IDs of DSV Fairs & Events team as per the below deadline:

Attn: [mahesh.chenthamarakshan@dsv.com](mailto:mahesh.chenthamarakshan@dsv.com)

Copying: [mohamed.tantawy@dsv.com](mailto:mohamed.tantawy@dsv.com)

### SFDA Permit

To obtain the SFDA permit etc. Copy of all documents must be forwarded to DSV Fairs & Events, before the specified deadline: (This is totally subject to authority approval).

**For SFDA permit etc.: by the last week of October.**

### Pre- Alerts:

Original documents **must not** be attached with AWB and sent separately via courier to below address:

**DSV SOLUTIONS FOR LOGISTICS SERVICES**

Exit- 18, Southern Istanbul Street

Eastern Ring Road Sulay

PO Box 55073, Riyadh 11534,

Kingdom of Saudi Arabia

E-mail: [mohamed.tantawy@dsv.com](mailto:mohamed.tantawy@dsv.com)

Mobile number: +966 563780413

Exhibitor Name: \_\_\_\_\_

Stand No: \_\_\_\_\_

Sea freight (FCL) : 15 working days prior to arrival at dry port  
Airfreight : 12 working days prior to arrival at airport  
Road freight : 10 working days prior to arrival at Saudi Border.

#### 4. CARGO ARRIVAL DEADLINE

Below deadline purely includes working days and does not count weekends- Friday, Saturday, and public holidays. Irrespective of arrival deadline, storage will be applicable for all the shipments.

**Sea Freight – FCL : 12 working days prior to move-in – arrival only at Jeddah seaport**  
**Airfreight : 10 working days prior to move-in – arrival only at Jeddah airport**  
**Road freight : Arrival at border, 7 working days prior to move-in – arrival at KSA border.**

#### 5. CASE MARKINGS

DSV SOLUTIONS FOR LOGISTICS SERVICES

C/O 35<sup>th</sup> Annual IAOM MEA Conference & Expo 2025

Name of Exhibitor : \_\_\_\_\_  
Stand Number : \_\_\_\_\_  
Case Number : \_\_\_\_\_ of \_\_\_\_\_  
Gross/Net Weight : \_\_\_\_\_  
Dimension : \_\_\_\_\_

We recommend you to design your packing carefully to minimize risks to your equipment. It is also advisable to use bolts, screws and hinges whenever possible if your cases are to be used for return or onward transport. Cardboard cartons should be avoided if they are intended for onward use. DSV will not be responsible for damages / claims arising out of improper packing.

#### 6. RESTRICTED CARGO

- Import of alcohol or food items containing alcohol is prohibited.
- Radio/ wireless/ telecommunication equipment's or accessories require Telecommunication Regulatory Association (TRA) approval, and the approval must be obtained by the respective exhibitor well in advance to arrival of shipment into SAUDI ARABIA. A copy of the approval must be provided accordingly.
- Dangerous Goods (DGR) need to be accompanied with the MSDS enabling us to avail necessary approvals from the concerned ministries.
- Food Stuff needs to be accompanied with 'Health Certificate & Certificate of ingredients and quality' issued by the health authority of the country of production / manufacture & attested certifying fitness for human consumption.
- In order to arrange for these importations (subject to approval), we suggest you send us information of such materials at least 45 days prior to dispatch of shipment from origin. Any fee arising from such application shall be additional for account of the exhibitor as per actual receipts plus a processing fee.
- If the above-mentioned documents are not in order /available at time of clearance it may delay the customs clearance formalities for which DSV will not be held responsible. Thus, do not ship these goods into SAUDI ARABIA without our prior confirmation of approval from the authorities.

#### 7. TEMPORARY IMPORTATION / CUSTOMS DUTY

All Shipment are cleared on permanent import basis paying Duty & VAT. Sometimes customs might insist on having to export the shipment after the exhibition and even in this case, duty & VAT will still be applicable on import. Temporary import permission is subject to customs authority's discretion. If temporary import permission is not granted, then all cargo is subject to import duty of 5-20% CIF value. For temporary import shipments, temporary import bond fee shall be applicable and will be charged as per handling tariff.

#### 8. VALUE ADDED TAX (VAT)

Effective 01st January 2018, Value added tax of 15% will be applicable on all the services rendered in Saudi Arabia. The same will be added in our final invoice.

#### 9. CUSTOMS DUTY DEPOSITS / REFUNDS

Some high value shipments can be imported on a duty deposit (temporary) basis. If Saudi Arabian Customs grants this, then it is possible to reclaim the duty when the goods are re-exported. The refund is entirely at the discretion of the inspecting officer, but if the following guidelines are adhered, there will be a better chance of a successful reclaim.



- Goods and documents **must** show a visible engraved serial / model number/ color photo. Duty will not be refunded on any items that do not have this on both the item and corresponding documentation. These serial numbers must be embossed or plated, and stickers are not allowed.
- Cargo must arrive within our stated deadlines, and documentation must be 100% correct.
- It is advised to pay the duty on final basis for lower value shipments and to reclaim refund for only higher value shipments exceeding customs duty of USD 1,500.00, else the process is uneconomical.
- The cargo must be re-exported in full via the same port and mode of transport as used for importation.
- The cargo must be re-exported immediately, and cannot be held in Kingdom for private demos, etc.

Duty refund amounts are calculated by Saudi Customs on FOB values, even though duty payments are made on CIF values.

The refund system is a lengthy procedure and can take up to 8 months to complete after the re-export of shipment from Saudi Arabia. It also slows down the re-export process, and this must be borne in mind if you need your cargo urgently after the exhibition.

A service charge of 15% (Minimum charge of USD 120.00) will be applicable on the total amount refunded; to cover administration expenses and the physical time taken to complete the required documentation.

### **Procedure for Customs Deposit**

On behalf of exhibitor, the consignee or the customs broker has to pay the customs deposit or customs duty at the time of customs clearance. In order to arrange the same, the exhibitor has to arrange cash or wire transfer through their Bank at origin country to their corresponding bank in Riyadh prior to customs clearance. Bank guarantee is acceptable by the customs from the Riyadh local bank on behalf of exhibitor. If the shipment is re-exported in full, local bank will transfer the deposit amount back to the origin bank after re-export of shipment in full from Saudi Arabia.

## **10. INFORMATION FOR IMPORTS**

The importation of pork, alcohol, in any form, is strictly prohibited.

Saudi Customs have been known to confiscate literature to support the Saudi printing industry. Whilst we strongly discourage hand-carrying goods into the Kingdom, it is a good idea that your representative takes a supply of literature to guard against this eventuality. In some instances, Saudi Customs may decide that literature requires Ministry approval. This can delay clearance by 2 to 3 weeks. Should publications contain interviews with the Ruling Royal Family, they will have to be submitted for Ministry approval. This will delay clearance and will involve additional costs.

Do not send any printed items (Magazine, Books, Brochures, company profile if any printed matter) along with the shipment. In case of any printed items, please forward separately by Air or Courier. There is no guarantee of release and delivery at your stand on time from the customs and related department.

Do not send foodstuffs for hospitality purposes. Items such as tea, coffee, soft drinks, etc. can be purchased locally.

Certain goods are restricted for import into the Kingdom and are subject to approval. Please contact us if you intend sending any of these: Fertilizers ~ Chemicals ~ Seeds ~ Plants ~ Grains ~ Animal Feeds ~ Animals ~ Defense & Military Equipment ~ Communications Equipment ~ All Hazardous Cargo.

Saudi Arabia is a strict Islamic State and Pictures of women working or with men ~ References to Islam ~ 3D representations of human or animal life forms ~ Pictures or references to Saudi Arabia, pigs, alcohol etc., are considered as offensive.

## **11. STAND PLAN**

If you have large machinery or heavy exhibits, please provide us with a stand plan so that we may position your cases accordingly. Failure to send this prior to the move in, DSV will place the item on the booth as we see fit. Any further moves/correctional moves of the item will be charged in addition as a separate lift and will have to be paid in full prior to movement.

## 12. HAND CARRY EXHIBITS

Overseas exhibitors are strongly advised not to hand-carry exhibits as these will be subject to customs clearance upon arrival. In case exhibits are being stopped at the airport on arrival, DSV will not be able to assist with the customs clearance of hand carry items.

## 13. DURING THE EXHIBITION

It is extremely important that we receive your written instructions about consumption, sale or re-export for goods imported for the exhibition. We will visit your stand with the relevant forms.

## 14. EMPTY CASE STORAGE

- The exhibition show site yard is not a covered site, therefore all freight and empties moving in and out of the halls or stored on site during the show are exposed to climatic conditions, DSV shall not be responsible for any damage due to the same.
- The Exhibition venue yard is an unsecured storage area, DSV shall not be held responsible for any loss or damage incurred due to forces beyond our control. It is the responsibility of the agent / exhibitor to provide suitable packaging/covers to ensure the safe transit of their products for the duration of any freight movements.
- Exhibitors are required to complete the DSV empty stickers (if you have empties to be stored) with the following information: exhibitor's name, hall/stand number, exhibition name and the total number of empties. These stickers must be affixed to the empties before leaving the booth.
- Empty Cases returned to stand at the time of break down that are left unattended at the exhibitors/forwarder's own risk, and we will not be responsible for boxes going missing from the booth during the interim period.
- The outbound return instructions and the collection of the freight from your exhibitor's stand is the responsibility of the respective agent / forwarder.
- If free empty case storage is not available at the show site, then extra charges would be applicable for moving the empties offsite and will be subject to additional handling and transportation charges.
- **Inbound** – Once DSV have delivered the pieces to the designated stand we cannot be held responsible for any packages that go missing during the buildup period.
- **Outbound** – Once DSV have placed the empty packages at the designated stand, until the time of collection. DSV cannot be held responsible for any packages that go missing.
- Boxes that are returned to stand at the close of the show, are left at the stand at the exhibitor's own risk. DSV cannot be held responsible for boxes that go missing during this period.
- Unless all the conditions mentioned in these instructions are strictly complied with, we cannot be held responsible for late or non-delivery of cargo to the exhibition.

## 15. TENTATIVE RE-EXPORT TIMEFRAME

Whilst we provide labor and equipment to assist with re-packing, it is ultimately your responsibility to ensure that your goods are re-packed correctly for re-export. If we are left to re-pack goods, we cannot be held responsible for any loss or damage to your consignment.

We will only provide labor and equipment for re-packing on the morning after the show closes. This gives us time to return all empty cases during the night. \*\*\*Please allow a minimum of 3 working weeks for the processing of your return shipment. If you need your goods returning urgently, please advise this to DSV prior to the import of your goods\*\*\*

All the return instruction should be provided before closing of the show or latest within one week. Failure of these will incur additional storage charges and transportation, which will be billed as per our handling tariff.

For all urgent dispatches (completed within one working week where possible), an additional service free of USD 250.00 per shipment will be charged.

\*\*\* It is vital that you or your exhibitors complete a disposal instruction before you leave the venue, these are available in our onsite office\*\*\*

## 16. INSURANCE

Our tariff is computed on the basis of volume or weight. This has no correlation with the value of exhibits, it follows that the cost of insurance cover is not included in our charges. We would like to advise that it is the responsibility of each exhibitor to arrange Marine (Transport) Insurance covering transport to the exhibition, during the exhibition, and the return of the exhibits to domicile, including the period the exhibits are handled by DSV-Fairs & Events. Contractors/Transporter shall be included as coinsured/sub-contractor in the policy and cover all liabilities with an express and unconditional waiver of subrogation towards contractor/transporter. The insurance policy must waive the right to recovery from transporter fully and unconditionally. Also ensure that transport insurance is arranged for exhibits sold locally. Upon written instructions, DSV - Fairs & Events can offer the exhibitor insurance coverage at competitive premiums.

### **IMPORTANT**

All business transacted is only in accordance with DSV's / our sub-contractors' Standard Trading Conditions, copy is available upon request. Use of DSV Fairs & Events (DSV Solutions) services – partly or full – and any requirement for additional services at any time before / during or after the exhibition should be expressed in writing only.

## 17. PAYMENTS

### **Terms of Payment**

**Inward:** Upon uplift of goods, prior to delivery to stand.

**Outward:** Upon presentation of invoice/prior to dispatch of shipments.

All payments must be made without any deduction or deferment on account of any claim, counterclaim or offset. Personal or foreign cheques are not acceptable.

### **Important Notice:**

To ensure we can issue a TAX invoice for your requested service, please provide the following documents at the time of booking. These documents must be submitted at least 10 working days before the event setup begins:

### **Documents required from Saudi based companies:**

- Commercial registration certificate
- VAT certificate
- National address certificate
- Company address
- Contact details, including contact person, phone number and email ID.

### **Documents required from Overseas companies:**

- Trade certificate OR company registration certificate
- Company address
- Contact details, including contact person, phone number and email ID.

### **For additional information or clarification, please contact us at:**

**DSV Fairs & Events LLC**  
Office R023A, Concourse1  
Hall No. 2, P. O. Box 34910  
Dubai World Trade Centre  
Dubai, United Arab Emirates

**DSV SOLUTIONS FOR LOGISTICS SERVICES**  
Exit- 18, Southern Istanbul Street  
Eastern Ring Road Sulay,  
PO Box 55073, Riyadh 11534,  
Kingdom of Saudi Arabia.

### **Contact Persons:**

**Rohit John**  
Mobile: +966 54 2630977  
Email: rohit.john@dsv.com

**Ahmed Khafaga**  
Mobile: +966 593293207  
Email: ahmed.khafaga@dsv.com

**Mohamed Tantawy**  
Mobile: +966 563780413  
Email: mohamed.tantawy@dsv.com

Should you require assistance with the shipping of your exhibits / displays, we would be more than happy to provide a list of our recommended agents worldwide who are experienced in the specialized field of exhibition freight forwarding and are accustomed to working on such exhibitions in this region.