



Global Transport and Logistics

# SHIPPING INSTRUCTIONS

XXVIII IFSO World Congress

9-12 September 2025 / Santiago, Chile

**DSV Fairs & Events Spain  
Official Freight Forwarder &  
On-site Handling Contractor**





# Introduction – Contact details – Exhibition timetable

## Introduction

DSV Fairs & Events Spain has been appointed as the official freight and onsite handling contractor for XXVIII IFSO World Congress 2025 Santiago, Chile.

The following instructions are designed to assist you with the movement of exhibits and stand materials for XXVIII IFSO World Congress 2025 Santiago, Chile.

Failure to comply with these instructions and deadlines, may cause unnecessary delays in handling / clearance and additional expenses being incurred.

## Contact details

Before the event, all enquiries should be routed via:

Olimpia Rodrigalvarez – [olimpia.rodrigalvarez@dsv.com](mailto:olimpia.rodrigalvarez@dsv.com)

Office: +34 954325842

Mobile +34 628930293

Lorena Perdomo – [lorena.perdomo@dsv.com](mailto:lorena.perdomo@dsv.com)

Office: +34 930260837

Mobile +34 627582484

During the event:

DSV will be contactable during the build-up, show open & pull-down periods.

## Exhibition timetable

### Build-up:

8 September, 2025	10:00 to 19:00h "Space Only" stands 16:00 to 19:00h "Shell Scheme" booths
9 September, 2025	08:00 to 19:00h All booth types (*)

### Show:

10 September, 2025	10:00 to 20:00h
11 September, 2025	09:30 to 16:30h
12 September, 2025	09:30 to 16:30h

### Dismantling:

12 September, 2025	16:45 to 23:00h
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### Notes:

(\*) By 15:00 all empty boxes, empty crates and packaging material should be removed, and all aisles should be cleared.

Attention!! Please **consider 1-2 hours** between the exhibition closing time and the start of empty cases & full goods delivery.





# Consignee instructions

## Temporary / Permanent import



### Air freight - Direct to SCL Airport



### Sea freight - Direct to San Antonio Seaport

All shipping documents including DIRECT AWB / DIRECT BL / HOUSE BL / INVOICE / PACKING LIST MUST be consigned as follows:

**Shipper:**

Exporter name, address, legal ID, contact

**Consignee:**

CARGO WAY LOGISTICS CHILE SPA  
Antonio Bellet 193, Providencia. Santiago/Chile.  
RUT 77.077.288-5

**Notify:**

CARGO WAY – Nicolas del Puerto: +56 9 3314 2041  
Alejandra Tovar: + 56 9 3481 2970  
(notify is only to include on BL/AWB docs)

**Terms:** Prepaid

**MASTER BL / Master AWB:** Pls contact us in case of consol shipments.

**Declaration to be included in the AWB/BL:**

- Temporary cargo: "CARGO DESTINED TO **IFSO 2025** FROM **SEPTEMBER 9 TO 12, 2025**, IN **SANTIAGO** RETURNING TO ORIGIN AFTER FAIR"
- Permanent cargo: "CARGO DESTINED TO **IFSO 2025** FROM **SEPTEMBER 9 TO 12, 2025**, IN **SANTIAGO** TO BE CONSUMED DURING THE EVENT"

**\*Important notes:**

- Freight "AS AGREED" is NOT acceptable by Chilean Customs Authorities.
- For consolidated air shipment it must be informed on the MAWB: "**Cargo consolidated as per attached manifest.**"
- Sea freight: it's mandatory to mention in the BL the cargo's volume (m3) and cargo's harmonized code.

It is mandatory to detail the packaging on the BL as follows:

- Pallets: Nr of pallets - description of the goods; weight in kg; cbm; harmonized code.
- Plastic drums: Nr of plastic drums - description of goods; weight in kg; cbm; harmonized code.
- Wooden crate: Nr of wooden crate - weight in kg; cbm; harmonized code; inform if the wood is treated/not treated/ certified/ not certified.
- Cardboard box: Nr of cardboard boxes.

(please do NOT send any freight without a pre alert)



# Consignee instructions



## Road freight direct to the venue

All direct vehicles going to the venue must pre-book an unloading/reloading time slot before arriving. DSV will provide a time slot for your vehicle to be reported upon arrival at venue. Please contact us to receive complete full venue address.

**Venue restrictions:** TRAILERS ARE NOT ALLOWED. We recommend using a 7-M truck or less.

**Tent restrictions (exhibition hall):** Note tent accesses are 2m width x 2m height. The floor resistance is 500 kg per M2. Please do not ship cargo above these dimensions and weight.

**‘Guia de Despacho’:** Document required by local authorities for road freight, please ensure you have it upon arrival at the venue.

**(please do NOT ship courier shipments to the venue!)**  
**(please do NOT send any freight without a pre alert)**



## Road freight via warehouse

For road freight shipments via warehouse (local/free circulation only -not under customs clearance-) transport docs to be consigned as follows:

**Consignee:**

Bodegas AGL c/o CargoWay - DSV  
Caupolicán 9900  
8710045 Quilicura  
Región Metropolitana  
Santiago de Chile

**Notify:**

NAME OF EXHIBITOR  
c/o IFSO 2025, Santiago  
Metropolitan Santiago  
Booth Nr.:

**(please do NOT ship courier shipments to this warehouse!)**  
**(please do NOT send any freight without a pre alert)**



## Courier

Courier companies cannot do the customs clearance of shipments for events or exhibitions as they need an importer with local country tax ID. Please avoid sending cargo with them. In case you send cargo through courier companies get in touch with us in advance to ensure a viability and a smooth clearance.

In the case we confirm feasibility, we will provide tailor made instructions and a warehouse address to ship courier shipments. Please do not ship to the warehouse address shown above (Bodegas AGL, Quilicura) as cargo will be rejected.

**(please do NOT ship courier shipments to the venue!)**  
**(please do NOT send any freight without a pre alert)**



# Deadline dates

In case that an additional preclearance is necessary such as health inspection, pharmacy inspection, quality inspection what depends on the kind of product, the period for the customs entry may extend up to 4 weeks to 6 months prior the event. That's why we ask you to send us the full set of documents as soon as possible before preparing the shipment and the departure of the goods from origin. **Please do not ship anything without our document approval.**



## Air freight – SCL airport

### Air Freight Arrival:

Documents: **30 days** before departing the freight from origin (medical/pharma/health...)

Documents: **15 days** before departing the freight from origin (catalogues, etc.).

Pre-alert: **5 days** before departing from origin.

Cargo: Latest arrival at SCL Airport: **6 working days** prior scheduled delivery date on booth.



## Courier

Please refer to information shown above on consignment instructions about courier shipments.  
In the case we confirm feasibility we will inform about deadlines, but as a guide please consider similar deadlines than air freight.



## Sea freight – San Antonio, Valparaíso port

### Sea Freight Arrival:

Documents: **30 days** before departing the freight from origin (medical/pharma/health...)

Documents: **15 days** before departing the freight from origin (catalogues, etc.).

Pre-alert: **5 days** before departing from origin. Original documents must arrive 10 working days prior to vessel arrival.

Cargo: Latest arrival at San Antonio port:

- **FCL 10 working days** prior scheduled delivery date on booth.
- **LCL 12 working days** prior scheduled delivery date on booth.



## Road freight via Warehouse

### Road Freight Arrival:

Pre-alert: **5 days** before arrival to warehouse

Cargo: **5 working days** prior scheduled delivery date on booth.







# Customs documentation

**DSV cannot act as importer/exporter of any shipment.**

**Please do not mix temporary and permanent** entry shipments under one AWB or B/L or under same packaging. It 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 Spanish or English Language. Details on all documents must tally with the actual shipment. Pro Forma invoice or shipping Invoice is NOT acceptable.

Failing which will cause serious delays with the clearance and will invite fines and additional surcharges.

## **By Air freight / Sea freight:**

- Shipping documents: AWB / BL.
- Pro-forma invoice.
- Packing list.
- Exhibitor certificate.
- Booth/space contract + floor plan of the exhibition stand. (If you don't have the exhibitor certificate).
- Hold harmless letter (temporary)
- Technical Datasheet. (For import license).
- ATA allowed / upon request, pls contact us for instructions.

\*Heat treatment: mandatory for wooden crates, skids or pallets.

\*Controlled material requires special certificates and needs to be checked in advance.

## **Pro-forma – Invoice:**

- The invoice must be separated from the packing list; it cannot be a combined.
- CCIPL must be in Spanish or English Language.
- Must be printed on shipper's original embossed letter head and must bear an original company stamp (blue ink) along with an authorized signature (blue ink). The document must be headed "Commercial Invoice". No other term is accepted.
- The Invoice must clearly indicate the Commercial invoice number with a detailed description along with the serial number, model name, number of cases, individual & total net/gross weight, total number of packages, unit value and total value in CIF (FOB Cost, Insurance & Freight must be mentioned separately), country of origin, HS tariff code and value (in US\$ or EURO only) for each individual item.



# Customs documentation

- Every individual item, including giveaway items and brochures, is to be given a value based on CIF value in U.S. Dollars or EUR. Do not indicate the term “No Commercial Value” or “Value for Customs purposes only”.
- In case of machinery or equipment the respective serial numbers for the products must be mentioned along with the date of manufacture. This will assist temporary Customs formalities.
- Exhibitors are requested to please ensure and declare all items and products correctly in the commercial invoice and all shipping documents. We do not accept any responsibilities in case of missing information or incorrect declarations by the exhibitor.
- There should be uniformity in the type of packaging mentioned on all shipping documents. Eg., If the Bill of Lading or Air Waybill reads **Cases** then Invoice, packing list & Certificates should reflect **Cases** as well – else there will be customs penalty even if the documents provided are original. Please make sure that all shipments are weighed and measured correctly, as the declared weight on the export documents must match with the actual weight. Any discrepancy will lead to delays and high fines.
- Failure to declare true and accurate values on the shipping invoice including miss-declaration of the country of origin against physical cargo, will subject to a customs penalty.
- It must be clearly stated on the commercial invoice if the goods are for temporary or permanent importation. In addition, all consolidated shipments having more than one commercial invoice, a HAWB/HBL must be issued for each commercial invoice.
- It must indicate which items are packed into which boxes. It is very important that the piece numbers mentioned in the invoice and packing list tally with the physical packaging of your consignment.
- Chilean Customs Authorities inspect every shipment according to the invoice and packing list. In case of any discrepancies at description, harmonized code, quantity or weight, the complete shipment is potentially be subjected to delays, fines and/or seizure.
- The temporary importation of exhibits is allowed only for the intended show. Redisplay at other shows or sale in Chile must be permitted by Chilean Customs Authorities and is subject to certain requirements.
- 2 (two) original sets of signed invoice and packing list has to accompany the shipment (attached to AWB or B/L). Photocopies are not accepted, even if they are with original signature. AWB and B/L have to be with original signature, too.
- An import license might be applicable depending on the nature of goods (controlled material by Army, Agriculture or Health Ministry). Therefore, please make sure to send us copies of all correct documents within the deadlines, so we can advance import license formalities prior to departure to avoid fines, penalties and further delays
- All import is only allowed on exhibits where the stand space has been paid for and the organizers confirm that the applicant is an exhibitor at the event. The organizers are aware of this fact, and you should ask for a Booth Contract from them, which needs to accompany your shipping documents.



# Customs documentation

## Temporary import

Goods intended for display at XXVIII IFSO World Congress 2025 Santiago, Chile which will return to country of origin at the close of event, should be documented using:

The invoice must be separated from the packing list; it cannot be a combined.  
This should be completed on your letterhead addressed as follows:

### IMPORTANT INFORMATION ON TEMPORARY IMPORTATION OF EXHIBITS

- **The temporary importation of exhibits is allowed with prior approval only. Please contact us.**
- Invoice must be in Spanish or English Language.
- Do not mix temporary and permanent. It should be shipped by separate with single documentation per shipment. Separate air waybills (AWB) must be issued for individual exhibitors per consignment stating the correct weights and measures. Commercial Invoice and Packing List by separate.
- Detailed Invoice with number of packages and its dimensions.
- Itemized harmonized codes must be mentioned on the invoice.
- Itemized unit prices must be mentioned on the invoice.
- Temporary Importation is allowed in Chile having permanent visible engraved serial numbers for ease of identification upon arrival and at the time of re-export and properly mentioned on the invoice and the packing list issued by separate. However, a customs bond must be executed to cover the customs duties payable on such goods. We assist our exhibitors to secure this bond towards the importation and charge an import bond fee, details of which is provided in our tariff attached.
- All Customs Duty assessments are solely up to the discretion by Chilean Customs, who can re-evaluate the value declared on the commercial invoices and the Duty is calculated and outlaid as assessed by the Chilean Customs.
- **Customs fines will be imposed on the exhibitor in cases of Undervaluation, Non-declaration and Erroneous declaration.** In such cases, DSV shall not be responsible for any delay in clearance. Customs fines and extra expenses incurred shall be borne by the exhibitor. Exhibitors are therefore strongly reminded to declare the true market value of their goods and be extremely careful in their preparation of document.
- Goods cleared under Temporary Import must be re-exported out of Chile immediately at the end of the event, failing which Customs Duty and taxes will be automatically imposed on such goods. Direct Selling of Temporary Imported goods during the show as well as free distribution of samples is not Permitted at all.
- The goods must remain in our control until these are re-exported, otherwise duties are paid or as permitted by the customs authorities. Exhibits lost, given away or consumed that are under temporary import will be subject to duties, taxes, penalties and fees and a full enquiry by customs.





# Customs documentation

- Packing list must be in Spanish or English Language.
- Detailed packing list with number of packages and its dimensions
- Itemized unit net / gross weight must be mentioned on the packing list.
- Total net and gross weight
- Declaration to be included in the invoice and packing list:  
**“CARGO DESTINED TO IFSO 2025 FROM SEPTEMBER 09 TO 12, 2025, IN SANTIAGO, RETURNING TO ORIGIN AFTER FAIR” NO COMMERCIAL VALUE- SIN COBERTURA CAMBIAL.**

## RE-EXPORT / PERMANENT IMPORTS

DSV is responsible for every and all temporary shipments pick-ups.

If the permanent import is accepted, the nationalization process can only be registered under the name of the buyer, who must have an importer license in Chile.

All charges from close of exhibition till handed over to the buyer are for the exhibitors / agent account.

**Sale of Exhibits:** If the shipment is sold during the event, DSV must pick up the shipment from the show-site and delivery it into a bonded warehouse where the nationalization process will be done.

DSV can only arrange the nationalizations customs clearance process upon the receipt of a Power of Attorney from the importing company.

Freight and other related charges will be on account of the exhibitor or agent. In the event the exhibitors would like to leave the exhibition goods in Chile for disposal or giveaways, the permanent import is subject to Chilean Customs approval and once it has been agreed, the exhibitors or the buyers are required to pay all duties and taxes including the formality to convert the temporary import to permanent import.

Even if goods are to be disposed, duties and taxes are payable by the exhibitors and any additional disposal charges shall be additional for account of the exhibitors. DSV's representatives will be on-site during the show dates to help exhibitors with the re-export, disposal, or giveaways.



# Customs documentation

## Permanent import

Goods intended for display at XXVIII IFSO World Congress 2025 Santiago, Chile which **will not** return to country of origin at the close of event, should be documented using:

The invoice must be separated from the packing list; it cannot be a combined.  
This should be completed on your letterhead addressed as follows:

### IMPORTANT INFORMATION ON PERMANENT IMPORTATION OF EXHIBITS – DUTY PAID SHIPMENTS

- **The permanent importation of exhibits is allowed with prior approval only. Please contact us.**
- Invoice must be in Spanish or English Language.
- Do not mix temporary and permanent. It should be shipped by separate with single documentation per shipment.
- Detailed Invoice with number of packages and its dimensions.
- Itemized harmonized codes must be mentioned on the invoice.
- Itemized unit prices must be mentioned on the invoice.
- All Customs Duty assessments are solely up to the discretion by Chilean Customs, who can re-evaluate the value declared on the commercial invoices and the Duty is calculated and outlaid as assessed by the Chilean Customs.
- **Customs fines will be imposed on the exhibitor in cases of Undervaluation, Non-declaration and Erroneous declaration.** In such cases, DSV shall not be responsible for any delay in clearance. Customs fines and extra expenses incurred shall be borne by the exhibitor. Exhibitors are therefore strongly reminded to declare the true market value of their goods and be extremely careful in their preparation of document.
- All shipments without serial numbers must be processed by paying customs duties. Only after the inspection, the shipment can be or not shipped back.
- Packing list must be in Spanish or English Language.
- Detailed packing list with number of packages and its dimensions.
- Itemized unit net / gross weight must be mentioned on the packing list.
- Total net and gross weight.
- Declaration to be included in the invoice and packing list:  
**“CARGO DESTINED TO IFSO 2025 FROM SEPTEMBER, 9 TO 12, 2025, IN SANTIAGO TO BE CONSUMED DURING THE EVENT”, NO COMMERCIAL VALUE SIN COBERTURA CAMBIAL.**





# Customs documentation

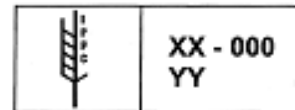
## **Restricted, prohibited, or special requirements goods for Importation:**

- 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 this country. A copy of the approval must be provided accordingly.
- Dangerous Goods (DG) need to be accompanied with the MSDS.
- Health/sanitary certificates, pharmaceutical products, any kind of foodstuff or beverages (candies for giveaways are also considered foodstuff by customs), medical chemical, cosmetic products, radioactive effects, hazardous nature...The clearance procedures are very long and expensive, therefore we recommend NOT to ship any kind of these items, to avoid having your shipment stuck at Chilean customs. Textiles with origin from certain countries require a special Origin Certificate for textiles, please ask before shipping. Weapons, drugs or live animals/plants are strictly forbidden and will not be imported for the event.
- Importation of commodities such as Alcohol and products containing alcohol or any of its by-products this is strictly restricted for import into the country.
- Importation of products such as any food items, liver/dead poultry, vegetables, puree and paste, fruits, animal feeds, textiles, fabrics, fertilizers, chemicals, chemical seeds, grains, liver plants/flowers, tiles/marbles, wireless/radio, telecommunication/defence equipment and radioactive materials of hazardous nature, Cosmetics, Class rated cargo, etc. are also very restricted for import into this country.
- Importation of exhibits such as weapons, ammunition, explosives or any other military equipment as well as narcotics and ivory is strictly restricted and prohibited for import into this country. .
- Import permissions are solely subject to approvals from the respective ministry and can be shipped only after receipt of these import permits. Additional charges are applicable to secure such permissions and can be quoted upon request.
- However, only some of the above restricted goods can be imported after obtaining prior approvals and special permissions from the necessary ministries. For us to arrange for such import permissions, we suggest you send us complete details and information of the items at least 30 to 40 days in advance prior to the shipping.
- If you intend to ship any such items, please contact DSV Fairs & Events well in advance at least 90 days prior to the actual shipping of the goods. Note such goods must NOT be shipped until you receive confirmation from DSV Fairs & Events.

# Packing & fumigation

## Temporary and permanent goods must be packed and shipped separately.

ALL SHIPMENTS with wood packing material to this country, such as wood block cases, lath cases, wood pallets, wood frames, wood drums, wood axes, chocks, stow-wood, crossties and so on, fumigation must be arranged in the country of origin before sending the cargo to this country.



Wood packing materials MUST be marked with the ISPM15 logo and the two letter ISO code for the country that treated the WPM. The marking must also include the unique number assigned by the national plant protection organization to the company responsible for ensuring the WPM was properly treated, and either the abbreviation HT (heat treatment) or MB (methyl bromide).

Failure to do so will cause delay in customs clearance process, in addition to an extra cost.

To support the treatment, exhibitors should send the shipment along with a fumigation / heat treatment certificate issued by the producer of the packing material or issued by the company that did the fumigation or heat treatment and that indicates the code of the fumigation as described above.

**WOOD PACKING MATERIALS WITHOUT ACCEPTABLE STAMP OR NOT IN COMPLIANCE WITH THE ABOVE REQUIREMENTS MUST BE DESTROYED OR COMPULSORILY RE-EXPORTED WITH THE CARGO WITHOUT ENTRY INTO THE COUNTRY.**

For cargo with non-wood packing materials, the cargo owner must provide the non-wood packing declaration, which is printed out by company letterhead, signed with authorized signature and endorsed with company stamp.

DSV does not accept any responsibility for hidden damages, pressure points, scratches, drop of paint and other similar superficial damages if the shipment arrives with insufficient packing. The exhibitor shall be responsible for the consequences of improper packing.

Please note that the exhibits are to be repeatedly loaded and unloaded by different parties. During the long-distance transportation shocking / bumping will sometimes be inevitable. Therefore, we strongly recommend the Exhibitor to take necessary precautions to ensure strong / seaworthy packing to safeguard exhibits from damage and rain, especially when the return exhibits are to be packed with original packing materials.





# Case marking

Exhibits and cargo should be well packed and designed with internal padding and battens, suitable to the nature of the goods and the mode of transportation intended. The packaging should be able to withstand the entire journey, in case of temporary import the return journey also. It should be capable of easy unpacking and re-packing; the use of screws and clips is highly recommended instead of nails which normally damage the packaging.

We suggest that your goods are well packed and labelled for easy identification, all packages should be marked as follows:

XXVIII IFSO World Congress 2025 Santiago, Chile  
C/o DSV Fairs & Events / Cargoway

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

Stand Number: \_\_\_\_\_

Name & Location of Exhibition: \_\_\_\_\_

Case Numbers: \_\_\_\_\_

Gross Weight/Net Weight: \_\_\_\_\_

Dimensions: \_\_\_\_\_

Labels must be in English.

Please affix labels to the walls of the packages. This will make identification much easier. Example:



You can find a template attached to the Exhibitor's Form:

<b>DSV FAIRS &amp; EVENTS</b>		<b>DSV</b>
<small>DSV FAIRS &amp; EVENTS is a service of DSV, a leading global logistics provider. DSV FAIRS &amp; EVENTS is a service of DSV, a leading global logistics provider. DSV FAIRS &amp; EVENTS is a service of DSV, a leading global logistics provider.</small>		
Sender / Remittente	Case No. / Bulto N°	
Consignee / Exhibition / Consignatario / Feria	Hall	
	Stand	
	Mode of Transport / Modo de Transporte	





# Insurance – Payment terms



## Insurance

All work is covered under our General Trading Conditions. It is recommended that all exhibitors should arrange a comprehensive cover for their goods. This should cover the shipment to the show site, the period of display and the return to the country of origin, or an appropriate disposal period at the conclusion of the exhibition.

Unless specifically insured, DSV Fairs & Events is not responsible for any loss, pilferage or damage whilst goods are left unattended on the stand. Although we will aim to make delivery to and collection from the stand, at the specified time requested, we cannot always guarantee this. Therefore, please ensure that goods are fully insured to cover all risks.

DSV Fairs & Events can offer a competitive insurance quotation. Please contact your show manager for further details.



## Terms of payment

Unauthorized Credit will not be accepted. Our invoices are due for immediate payment upon presentation. Customers with no credit term or any prior agreed payment terms will have to pay the invoices before the event starts or on-site during the event and before the outward shipping of their exhibits.

Please note the following method of payment accepted is by bank transfer:

Bank details of DSV Road/Solutions Spain, S.A.U.  
IBAN: ES77 1465 9000 1100 0183 2990  
Swift Code: BBRUESMX

All payments must be **made in euros** without any deduction or deferment on account of any claims, counterclaims or offset. Currency converter based on invoice issue date of XE.

<https://www.xe.com/currencyconverter>.





# Conditions of contract

## **Environmental Fee**

To fulfil our commitment, we are introducing an Environmental Fee which will be implemented from January 1, 2025. The Environmental Fee reflects our commitment to taking action and making a positive impact on supply chains.

The fee will be charged to all customers at a rate of 0.15% of your invoice. The resulting funds collected will be used to cover costs related to investments in projects and technologies aimed at reducing the climate impact from our operations. Charges will be applied to all operations processed through DSV and will be clearly detailed on your invoice for full transparency.

With the acceptance of the quotation, the fee will be applied allowing us to formally implement the Environmental Fee. Should you have any questions or require any clarification, please reach out to your local DSV representative.

## **Conditions of Contract**

All charges are based on today's applicable rates, exchange rates and terms and conditions of all companies involved in this transport and are subject to change without prior notice.

The liability of DSV ceases with the delivery and commences with collection of shipments at the exhibition stand. It is the exhibitor's responsibility to ensure that the materials are secured after delivery / prior collection by DSV from your stand and that return shipments are properly marked by the exhibitor.

If the client also books the service of "empty case storage", they are obliged to indicate clearly if the packing material is in fact empty or packed (partially packed or full). DSV does not accept any responsibility for damages or loss of items that have been inside of packing material that has been previously declared as empty.



# Conditions of contract

## **DSV Standard Terms and Conditions**

Unless otherwise agreed, all services are rendered according to the [DSV Standard Terms and Conditions](#) of DSV Group and [Condiciones Generales de Servicios Logísticos y de Expedición de DSV](#) in Spain in that order. Orders undertaken as carrier of overseas carriage are subject to conditions stipulated in the [DSV Ocean Transport B/L](#). Orders undertaken as carrier of carriage by air are subject to conditions stipulated in [DSV House Air Waybill](#). In case of discrepancy between the DSV Standard Terms and Conditions and the terms stipulated in the DSV Ocean Transport B/L or the DSV House Air Waybill, the terms of the DSV Ocean Transport B/L or the DSV House Air Waybill shall prevail. We recommend that you review the full version of named general conditions set in [www.dsv.com](http://www.dsv.com).

This message and its attached files may contain confidential information. Communication, reproduction, or distribution of this message is prohibited. If you are not the final recipient, please delete it and inform us via this channel.

In accordance with the provisions of the current legislation on data protection, we inform you that your personal data will be processed under the responsibility of DSV to manage the relationship that binds us and will be stored for no longer than is necessary in maintaining the purpose of processing. The data will not be transferred to third parties unless legally obliged to do so. You may exercise your rights of access, rectification, portability, erasure, restriction and opposition by sending an e-mail to [barcelona.calidad@es.dsv.com](mailto:barcelona.calidad@es.dsv.com) or [spain.privacy@dsv.com](mailto:spain.privacy@dsv.com) and if you consider that the processing does not comply with the current legislation, you may file a claim with the supervisory authority at [www.aepd.es](http://www.aepd.es).

In compliance with the principle of data accuracy established in GDPR and LOPDGDD we request you to communicate any variation or change in your personal data that figures in our database as soon as possible by using the e-mail address [barcelona.calidad@es.dsv.com](mailto:barcelona.calidad@es.dsv.com) or [spain.privacy@dsv.com](mailto:spain.privacy@dsv.com).