



SHIPPING GUIDE

Official International Logistics Partner, DSV Global Transport and Logistics

We are working with **DSV** as our official freight forwarder. DSV are specialists in exhibition logistics and are highly experienced in handling international shipments, customs procedures and on site operations.

DSV offers a complete door to door service through an extensive global network of partners. Exhibitors from the Middle East will also benefit from DSV having a regional office.

We strongly advise that you contact DSV as early as possible to plan your shipment and documentation.

If you are shipping samples from overseas, we strongly recommend that you use DSV as your shipping agent. If you choose to work with another provider, we will not be able to assist with any customs issues should they arise.

[DSV ORDER FORM](#)

DSV Contact

Carla Cook

Office +44 (0) 1255 245 685

Mobile +44 (0) 7730 400 493

Email: carla.cook@dsv.com

UK Logistics Option, Creative Freight Events

UK exhibitors may also choose to use our official UK partner, Creative Freight Events, for delivery to the exhibition. They can also collect your goods after the event and return them to your warehouse or another address.

[Enquiry Form](#)

[Shipping Label](#)

Creative Freight Contact

Mr. Craig Kelly (Director)

Creative Freight Events

Mobile: +44 7403 514 585

Office: +44 1676 542 470

Email: Info@creativefreight.co.uk

On site storage, empty boxes and crates

There is no storage within the exhibition hall.

All empty packaging, boxes and crates must be booked through DSV. This can be arranged in advance or on site at the DSV service desk.

[DSV ORDER FORM](#)

Courier shipments

If you choose to send your goods using a courier such as FedEx, UPS or DHL, you must arrange customs clearance directly with the courier company. We are unable to assist with customs procedures for courier deliveries. Courier shipments sent directly to the exhibition venue will only be accepted from Monday 29 July 2026, 09:00 onwards. Deliveries will be refused if they arrive before this time.

IMPORTANT ADVICE

We strongly recommend booking your courier shipment with DSV and using their Advance Warehouse Service. This is the most reliable option to ensure your goods are received, stored securely and delivered to your stand during build up.

If you wish to use this service, please read the following document carefully:

[DSV Courier Receiving Service Guide](#)

Carrying goods in your luggage

If you plan to bring items with you in your luggage, you must follow UK regulations relating to commercial goods.

Please check the following UK Government website for advice:

[Importing Commercial Samples](#)

General UK Government Advice:

[UK Customs Information](#)

If you are shipping samples from overseas, we strongly advise that you use DSV as your shipping agent. If you choose to work with another provider, we will not be able to assist with any customs issues should they arise.

IMPORTANT

Please ensure you allow sufficient time for your goods to arrive in the UK and complete all customs clearance procedures.

We are unable to assist with shipments that are delayed or being held in customs.