



ACE Hardware Fall 2021 Convention
September 21 - 23, 2021
Emery Jensen Edge
September 24 - 25, 2021
Orange County Convention Center
North / South Concourse
Orlando, Florida

quick facts

EASY IS NICE, ON ANY DEVICE

FreemanOnline® provides you with all the right tools to ensure a seamless execution at show site, from move-in to move-out. With an enhanced FreemanOnline, we are making it easier than ever for you to get what you want to have a great event.

- Access important show information
- Track freight
- Receive notifications
- Receive assistance through Concierge Services while at show site
- Order Freeman products and services pre-show, during move-in and while the show is open
- Expedite the move-out process
- Access invoices after the show

HEALTH AND SAFETY

Stay informed on Products, Services and Resources that will help you plan for a safe return to your next event. [Click Here](#) for our Health and Safety Resources.

BOOTH EQUIPMENT

Each 10' x 10' booth will be set with 8' high standard back drape and 3' high standard side dividers. Night before show opening one-time cleaning included.

Freeman is offering various Booth Packages to assist in designing your booth. Please refer to the Booth Packages form within the online exhibitor services kit for options and pricing.

EXHIBIT HALL CARPET

The exhibit hall and vendor booths will have Tuxedo carpet. Other carpet colors are available for an additional charge.

DISCOUNT PRICE DEADLINE DATE

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by August 23, 2021.

PLEASE NOTE: Discount Deadline Dates:

Lozier Fixtures	Thursday, July 15, 2021
Furnishings	Monday, August 23, 2021
Warehouse Deadline	Monday, September 13, 2021

EXHIBITOR FREQUENTLY ASKED QUESTIONS

For more information and helpful hints on products and services, ordering and invoicing, shipping your freight, and other top questions, please visit [FreemanOnline FAQ page](#).

SHOW SCHEDULE

EXHIBITOR MOVE-IN

Sunday	September 19, 2021	7:00 AM - 8:00 PM	
Monday	September 20, 2021	7:00 AM - 8:00 PM	Floor Show Ready by 8:00 PM

EXHIBIT HOURS

ACE FALL 2021 CONVENTION

Tuesday	September 21, 2021	9:00 AM - 6:00 PM	
Wednesday	September 22, 2021	8:00 AM - 6:00 PM	
Thursday	September 23, 2021	8:00 AM - 12:00 PM	
Thursday	September 23, 2021	2:00 PM - 10:00 PM	<i>Transition from Ace to Emery Jensen Edge</i>

Floor Show Ready by 10:00 PM

EMERY JENSEN EDGE

Friday	September 24, 2021	8:00 AM - 6:00 PM
Saturday	September 25, 2021	8:00 AM - 12:00 PM

EXHIBITOR MOVE-OUT

Saturday	September 25, 2021	12:01 PM - 10:00 PM
Sunday	September 26, 2021	8:00 AM - 5:00 PM

EXHIBITOR SERVICE HOURS

Our Exhibitor Services team will be available from 8am - 5pm from the first day of Exhibitor Move-in to the last day of Exhibitor Move-out. Hours may be extended the day before show open and the day of show close to assist with additional exhibitor needs.

DISMANTLE AND MOVE-OUT INFORMATION

All exhibitor materials must be removed from the exhibit facility by **Sunday, September 26, 2021 at 5:00 PM.**

To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline, please have all carriers check-in by **Sunday, September 26, 2021 at 10:00 AM**

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Support Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

EXCESSIVE TRASH AND BOOTH ABANDONMENT

Any excessive trash which consists of display materials, carpet, padding, crates and/or pallets will be disposed of and charged both a handling fee and disposal fee during move-in. Excessive booth materials and/or literature left in the booth at the end of the published exhibitor move-out that is not labeled for an outbound shipment will be considered abandoned and deemed as trash. The exhibitor will be charged for the removal and disposal of these items. Charges may include Installation & Dismantle Labor, Forklift/Rigging Labor, and/or Dumpster Fee. Please call our Exhibitor Support Department at (888) 508-5054 for a quote.

SERVICE CONTRACTOR CONTACTS / INFORMATION:

FREEMAN

(888) 508-5054
ExhibitorSupport@freeman.com

FREEMAN EVENT TECHNOLOGY

(800) 868-6886
EventTechServices@freeman.com

FREEMAN EXHIBIT TRANSPORTATION

(800) 995-3579 Toll Free US & Canada or +1 (512) 982-4187 or +1 (817) 607-5183 Local & International Shipping Services or fax +1 (469) 621-5810 or email exhibit.transportation@freeman.com

FREEMAN ONLINE®

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FREEMAN ONLINE®

Take advantage of discount pricing by ordering online at [FreemanOnline](#) by August 23, 2021. Using the enhanced Freeman Online, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect - **before, during and after** your show.

To place online orders you will be required to enter your unique Username and Password. If this is your first time to use Freeman Online, click on the "**Create an Account**" link. To access Freeman Online without using the email link, visit [FreemanOnline](#).

If you need assistance with Freeman Online please call Exhibitor Support at (888) 508-5054 Toll Free US & Canada or +1 (512) 982-4186 or +1 (817) 607-5000 Local & International.

SHIPPING INFORMATION

Warehouse Shipping Address:

Exhibiting Company Name / Booth # _____
ACE Hardware Fall 2021 Convention
C/O FREEMAN
10088 GENERAL DR,
ORLANDO, FL 32824

Please be aware the Freeman Advance Warehouse will be closed on Monday, September 06, 2021 in observance of the Labor Day holiday.

Please do not ship perishable material to the Freeman Advance Warehouse. Freeman does not provide temperature-controlled storage or shipping services from the

Freeman will accept crated, boxed or skidded materials beginning Friday, August 20, 2021, at the above address. Material arriving after September 13, 2021 will be received at the warehouse with an additional after deadline charge. Please note that the Freeman Warehouse does not accept uncrated freight (loose, pad-wrapped material and/or unskidded machinery), COD shipments, hazardous materials, freight requiring refrigerated or frozen storage, a single piece of freight weighing more than 5,000 pounds or a single piece of freight beyond the dimensions of 108" H x 93" W. Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 3:30 PM. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (888) 508-5054.

Show Site Shipping Address:

Exhibiting Company Name / Booth # _____
ACE Hardware Fall 2021 Convention
C/O FREEMAN
ORANGE COUNTY CONVENTION CENTER
9400 UNIVERSAL BLVD,
ORLANDO, FL 32819-9340

Freeman will receive shipments at the exhibit facility beginning Sunday, September 19, 2021. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility are the responsibility of the Exhibitor. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (888) 508-5054.

Please note: All materials received by Freeman are subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors. Refer to the material handling form for charges for the service.

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for your quoted rates and rules applicable to disposal of your exhibit properties.

PURCHASE TERMS

Freeman's Terms & Conditions apply to all orders submitted to Freeman for any goods or services, and may be amended without notice. To review the current Purchase Terms, [click here](#).

LABOR INFORMATION

Union Labor may be required for your exhibit installation and dismantle. Please carefully read the UNION RULES AND REGULATIONS to determine your needs. Exhibitors supervising Freeman labor will need to pick up and release their labor at the Freeman Service Center. Refer to the order form under Display Labor for Straight time and Overtime hours.

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call Exhibitor Support at (888) 508-5054.

WE APPRECIATE YOUR BUSINESS!

FREEMAN GENERAL INFORMATION

TRANSLATION SERVICES

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three way conversation, but also translate emails from customers. To access this feature you may contact Exhibitor Support at (888) 508-5054 US & Canada or +1(817) 607-5000 Local & International.

HELPFUL HINTS

SAVE MONEY

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by August 23, 2021.

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AVOID DELAY

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

SAFETY TIPS

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for your booth. This can cause serious injury or damage to materials.

Children ages 17 and under, are not allowed in the exhibit hall during installation and dismantle.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

The operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EACs). Thank you for your cooperation.

Call Exhibitor Support at (888) 508-5054 with any questions or needs you may have.