



IMAT 2026

Bonjour from Quebec City!

Freeman Transportation & Customs Clearance Services

Who does what

Freeman offered services

- Transportation (Ground / Air)
- Material Handling (Advance Warehouse and Show Site Receiving)
- Exhibit Packages, Custom Booth Rentals
- Graphic, Signage and Sponsorships
- Furnishings, Flooring and Floral
- Installation and Dismantle
- Electrical
- Sign / Banner Hanging

Quebec City Convention Centre offered services

- Janitorial and vacuuming

Encore offered services

- Internet

Maestro Culinaire offered services

- Food and Beverage

Shipping to Canada with Freeman

The world's longest international border 8900 km / 5500 miles!

Shipping your booth materials and samples into Canada can be as simple as shipping through the US.

Our team of experts in transportation and Customs Clearance Services are here to help! Contact us:
1-877-478-1113
exhibittrans.canada@freeman.com

The Shipping Basics – Have your information readily available

- Your piece count with weights and dimensions for each package
- Pick-up address (and loading dock availabilities) and where do you want it to deliver (advance warehouse or show site)
- When will your shipment be ready – considerer geographical locations when estimating shipping deadlines

The Clearance Basics – Know your goods

A detailed manifest of what is being shipped will need to be prepared by the shipper (Exhibitor / 3rd Party).

This manifest must include description of items, quantities, Country of origin / manufacturing, value \$ and if items are returning to the US after the event (i.e. what are giveaways and what are part of display items).

The manifest is utilized to Complete the Canada Customs / Commercial Invoice.

- Complete all fields on the Canada Customs / Commercial Invoice (CCI), with your company name, contact information, booth number and IRS / Federal Tax ID #, the description of your goods as stated on your manifest
- Email completed Commercial Invoice (ensure payment is on file with Freeman)

Shipping and Clearances... continued

- **Warehouse and Show Site Dates**

Determine if you prefer to ship to the advance warehouse or directly to show site.

- **Using Freeman vs. your own carrier and broker (and bring your documents)**

Shipping your small packages with a courier such as FedEx, UPS? It could be more cost effective to do so. Always have your tracking numbers with you. They may also offer some clearance services. Contact them for further details and understand that these courier services do not offer on-site support and services. Bring all tracking information with you onsite!

- **Isn't dealing with customs clearance complicated?**

No! Freeman has been appointed as the official Customs Clearance Services provider; we are here to help! Just like when you travel, you need your passport and proper documents are required for your materials to enter a foreign Country.

- **Freeman Service Fees**

Freeman will facilitate the brokerage of your materials entering and leaving Canada with the Canadian Border Services Agency (CBSA) as well as with US Customs and Border Protection (or other Customs Officials). This service is based on the value of your goods, country of origin, quantities, and if the items are returning after the exhibition.

- Contact us for your specific estimate, to answer your questions to assist and help :
1-877-478-1113 exhibittrans.canada@freeman.com

- **Do not ship!**

Any organics, food, plants, cannabis products, alcohol, firearms, tobacco, personal items (your luggage), hazardous materials.

Shipping and Clearances... continued

- **Timelines**

How long before the show moves in should I arrange for freight to arrive in the show city?

Plan on having your carrier (if other than Freeman) arrive in the final city of destination a minimum of 3 business days prior to move-in. For ocean freight, ten business days prior to move-in. An extended lead time will allow for the increased number of random inspections and can prevent delays that are irreversible. It is important to note, when planning, the freight will not be cleared on Saturdays, Sundays or holidays.

- **Noteworthy**

All shipments originating outside Canada will require Canada Customs Clearance and U.S. Customs / Homeland Security (when applicable) on the return.

Small Packages and boxes, (including portable display Cases) Canada is an international destination and, as such, duties, taxes and customs clearance fees applies. If you are shipping small packages, inclusive of portable display booths, via Air or Ground with the following small packages companies, FedEx, UPS, Airborne, DHL, Purolator or any other small package/boxes carriers please ensure that all ancillary charges (duties, taxes & Customs clearance fees) are PREPAID. This includes 3rd Party Shippers (ie: Fulfillment Centres, printing shops, etc.). Any shipments that are sent collect will not be accepted by Freeman and they will be refused.

In some instances, carriers do not declare ancillary collect charges upon delivery to our warehouse and Freeman is billed 30-90 days after the event has closed. In these situations, any charges (duties, taxes & Customs clearance fees) are re-billed to the corresponding exhibitors plus "Advancement Fees".

Useful Tips

Useful tips

Currency and Taxes

All Freeman services for events held in Canada are invoiced in Canadian Dollars. Your credit card company will convert back to USD (or other currency if outside of the US) according to the day's exchange rate, and their own bank and transaction fees. This is not controlled by Freeman.

While in Canada, your purchases and rental items will be subject to the Federal and Provincial Taxes, even if you are not a resident. These vary from location to location and will be added to your invoices. For Quebec, the tax rates are as follows:

5% GST (Goods and Services Tax) and
9.975% QST (Quebec Sales Tax).

For a total of 14.975%

Quebec City Convention Centre

Is a right to work facility. Full time employees of the exhibiting companies may set their own exhibits without assistance from Union personnel. We recommend to utilize Freeman's installation / dismantle personnel should you require any assistance to set-up and dismantle your booth.

Useful tips

Tax Rebate Program

As non-Canadian exhibitor in a Foreign Convention, you may be eligible for some tax rebates. This means you may get some money back. Keep all related invoices and visit for all the details, requirements and to see if you are eligible:

[Foreign Convention and Tour Incentive Program - Non-Resident Exhibitors](#)

Savings!

Between the currency and the potential refund on some taxes, you can benefit of substantial savings!

A reminder, the Freeman invoice will be in CAD. The amount on the Freeman invoice will be different on your credit card (if non-Canadian Credit Card)

Visit [Currency Conversion](#) to get an approximate conversion. Note this excludes and bank and credit card transaction and service fees.

Contact-us!

Transportation and Customs clearance experts:

1-877-478-1113

exhibittrans.canada@freeman.com

Our Exhibitor Support Team of dedicated professionals:

<https://www.freemanco.com/store/faqs#contactUs>

Phone/Text: **(888)508-5054**

Chat: [Click Here](#)

Thank you!

See you then!