

General Guidelines

Sample Availability

Greenheck retains product on-hand at all times for rep product shows. Product available is representative of all our lines. Generally, you will find we will have something to accommodate your needs. It is important to schedule this material well in advance of your show. Generally, Spring and Fall are times when there is a high demand on product samples, so it is important to plan ahead.

Scheduling

Every effort will be made to ensure sample availability for rep product shows. It is wise to plan ahead at least 6 weeks to ensure product is available. Our Corporate Marketing Product Display group does the building, the clean-up, crating and shipping of samples, and as such, requests at least a *four-week lead-time* to plan manpower. Typical show samples take 1 to 2 days to inspect, clean and prepare for shipment.

Freight Issues

Who pays for what?

Greenheck will pay for the shipping of the samples to your facility. If you are having a Greenheck employee join your training event, we will also pay for the return freight. In this case, Greenheck will arrange return freight pick-up from your facility.

If you are not having a Greenheck employee join, we ask you arrange return and pay the cost to return them.

What carrier should be used?

Another option is we have negotiated rates with common carriers we normally use. If you would like to take advantage of those rates, let us know. We will allow you to return the samples to us via the carrier we shipped by, freight collect. Greenheck will arrange return and our third-party logistics company will invoice your office as a 'Prepaid Surcharge' for the shipping costs.

Not all carriers serve all areas. We ask that you follow the instructions we give you when returning show samples. Failure to do so can mean double or triple the cost to you.

Receiving/Shipping - Freight Damage

It is imperative the units be inspected upon receipt. If the crates appear damaged, please note that on the delivery receipt. Damage to a product sample is more costly than damage to a production unit as it generally has special features, cutaways, etc. that production units do not. If you fail to do so, you may be held liable for that damage.

Handling at Rep Office/Exhibit Center

Much of our product is large and cumbersome. It can present a significant handling problem. Sample product is generally crated in 3/4" plywood to prevent damage. That generally means it can be heavy and hard to handle without a tow motor or pallet jack. We can give you dimensional information and weights so you can decide if a product is suitable for your facility and show. Don't forget, the crate must be stored somewhere indoors during the show.

Packing - Crating/Uncrating

We make every effort to get the product to you in great condition. We also try to use tool less crates whenever possible for easy opening and removal of product. This means that care is taken in packing/crating each sample. We ask that you use the same care when re-crating this material to return to us. It also means cleaning things that have been soiled from normal use. The next person who schedules the sample depends on it.

When do samples need to be returned?

Product samples need to be returned to Greenheck within 3 days of the show. They need to be returned so they are available for others. We will ask for a firm return date when you request the samples. Sometimes we will ask you to ship them directly to another rep. In most cases we will arrange the pick-up and transfer of the product. It is important that you follow shipping instructions received from us carefully. Sometimes timelines are very tight, and the next person is relying on the sample arriving on time also.

Who to Contact

Show samples can be requested for use by contacting your regional salesperson, area sales manager, the Product Display Supervisor, mark.golding@greenheck.com or the Product Display Group - ProdDisGrp@greenheck.com at the Bernard A. Greenheck Education Center.

If you have questions with logistics related to samples, please contact Karen Ainsley Duncan at 715-841-8461 or karen.ainsley-duncan@greenheck.com.