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Call: 305-751-1234

email: info@expocci.com

Terms and Conditions

PAYMENT POLICY:

Labor orders: Labor must be cancelled in writing, 24 hours in advance to avoid a one (1) hour cancellation or no-show fee per crew and/or worker.

Show Site Orders: Services ordered at show site will require full payment at the time the order is placed. Purchase orders may not be used in lieu of payment. Regular prices will apply to all show site orders. Floor orders are limited to availability.

Third Party Orders: If you contract your work to a display or exhibit house and require services from Expo CCI, the payment policy stated above applies. Please pass this information on to them. A Third Party Payment form must be completed and submitted three weeks prior to show opening. Ultimately, the Exhibitor is responsible for payment if the third party's payment is declined.

Invoices: Prior to close of Show, an invoice will be prepared and delivered to your booth for your review. Credits will be issued at show site only. If you have any questions, or want to pay your invoice by check or cash, please see our customer service representatives at the service desk on site.

Charges: All charges, regardless of amount, must be paid in full by cash, check or credit card. If credit card method is used, please ensure that the card limits are high enough to cover your expected charges.

Past Due Accounts: The Exhibitor understands that there will be a 10% monthly (120% per year) finance charge on past due accounts and agrees to pay all costs incurred by Expo CCI while endeavoring to collect this account.

Outbound Services: All outbound services will be processed on your credit card. A copy of the receipt and invoice will be emailed within 10 days of the close of the show.

International Customers: International customers must pay for all services in U.S. funds. A \$50 service charge will be added for processing checks or wire transfers drawn on foreign banks.

U.S. Wire Transfers: A \$30 service charge will be added for processing U.S. wire transfers. Please complete the wire transfer portion of the Payment Authorization form. The credit card portion of the form must still be completed before your order will be processed.

Tax Exempt Status: If you are tax exempt in the state where the show is held, a copy of the certificate must accompany your order.

Rental Responsibility: All materials are on a rental basis and shall remain the property of Expo CCI. The customer shall be held financially responsible for any damage to Expo CCI equipment used by the customer.

Price Quotes: Prices quoted are for the duration of the show and include installation, rental, and removal, except where indicated.

Default Colors: If skirting and carpet colors are not selected, show colors will prevail.

Exchanges and Cancellations: On-site exchanges and cancellations of any orders/furnishings will be assessed a 100% pick-up fee.

Refunds: A refund fee may apply depending on the original form of payment. Credit card payments will incur a 6% processing fee. Wire payments will incur a wire transfer fee of \$30 for domestic banks, and \$50 international banks. *Refunds can take up to 30 days after a show closes to process.*

Expo CCI charges a 3.5% convenience fee for payments using a credit or debit card. This convenience fee is a charge in addition to the original transaction amount for the convenience of being able to use an alternate payment method. The fee will not apply to ACH and Wire payments and the same will be removed once processed. However, wire transfers must include an additional \$30.00 for domestic and \$50.00 for international bank fees.

DEFINITIONS AND EXPO RESPONSIBILITIES:

The name "Expo CCI" shall be construed within the meaning of this contract as Expo Convention Contractors and its employees, officers, agents and assigns including any subcontractors Expo CCI may appoint. The term "Exhibitor" refers to any party who contracts for services with Expo CCI. Expo CCI shall be responsible only for those services which it directly provides, and hereby agrees to execute its contracted duties in good faith. Expo CCI assumes no responsibility for any person, parties or other contracting firms not under Expo CCI's direct supervision and control. Expo CCI shall not be responsible for loss, delay or damage due to strikes, lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failures, acts of terrorism or war or any other causes beyond Expo CCI's reasonable control; or for ordinary wear and tear in the handling of materials. Due to the security and liability requirements, we do not allow POV's to unload at the docks. POV's may ground load only.

INDEMNIFICATION:

The Exhibitor agrees to indemnify, forever hold harmless and defend Expo CCI and its employees, officers and agents from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgments and expenses on account of personal injury or death, damage to or loss of property or profits arising out of, or contributed to by any of the following: (1) Exhibitor's negligent supervision of any labor secured through Expo CCI or the negligent supervision of such labor by any of the Exhibitor's employees, agents, representative, invitees, and/or exhibitor appointed contractor (EAC); (2) Exhibitor's negligence, willful misconduct, or deliberate act, or such actions of Exhibitor's employees, agents, invitees, representatives, or EACs at the show to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration or negligent handling of Expo CCI equipment; or (3) Exhibitor's violation of Federal, State or local ordinance; or violation of show regulations and/or rules as published by the Facility and/or Show Management.

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CLAIM(S) FOR LOSS AND PAYMENT FOR SERVICES:

Exhibitor agrees that any and all claims for loss or damage shall be submitted to Expo CCI prior to the conclusion of the show when alleged loss or damage occurred prior to that time and in all cases within 30 days of the conclusion of the show. For claim reporting purposes, the "conclusion" of the show shall be construed as the end of the day on which Exhibitor must vacate the show site. All claims reported after the 30-day period will be rejected. In no event shall a suit or action be brought against Expo CCI more than one year after the date that loss or damage occurred. Payment for services may not be withheld. In the event of any dispute between Expo CCI and the Exhibitor relative to any loss or damage claim, the Exhibitor shall not be entitled to, and shall not withhold payment for Expo CCI services as an offset against the amount of the alleged loss or damage. Any claim against Expo CCI shall be considered a separate transaction and shall be resolved on its own merit.

EXPO CCI's LIMITS OF LIABILITY:

If found liable for any loss or damage, Expo CCI's sole and maximum liability for loss or damage to Exhibitor's materials will be limited to the repair or replacement with like kind and quantity, subject to a dollar amount not to exceed \$5.00 (five dollars) per pound based on the weight of the articles for which Expo CCI specifically acknowledges receipt in writing. Expo CCI shall in no event be liable for collateral, exemplary, indirect costs or damages, or loss of sales resulting from, or related to, a claim for loss of or damage to material.

INBOUND AND OUTBOUND SHIPMENTS:

Consistent with trade show industry practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of the Exhibitor or his representative. During such time, the materials will be left unattended. Expo CCI is not, and cannot be, responsible for loss, damage, theft, or disappearances of Exhibitor's materials after same have been delivered to the Exhibitor's booth. Similarly, there may be a lapse of time between the completion of packing and the actual pick up of Exhibitor's materials from the booth for loading onto a carrier. During such time, the materials will be left unattended. Expo CCI shall not be responsible for loss, damage, theft, or disappearance of Exhibitor's materials before same have been picked up for loading after the show. All materials will be checked at the booth at the time of loading using document(s) submitted by the Exhibitor and notations of exceptions to conditions of materials, or piece counts will be made on said document. Expo CCI assumes no responsibility for loss, damage, theft, or disappearance of Exhibitor's materials after same have been delivered to Exhibitor's appointed carrier or agent for transportation after the show. Expo CCI loads materials onto the carrier's truck under the supervision of the carrier driver who checks and signs for the materials. Expo CCI assumes no liability for any materials after the carrier assumes custody of materials. If Exhibitor's designated carrier fails to show by the move-out deadline after a show, Expo CCI shall have the authority to route Exhibitor's shipment via an alternate carrier, or return shipment to a local warehouse for disposition at Exhibitor's expense. Drivers picking up outbound shipments will be sequenced for loading ONLY after a bill of lading is submitted to the Expo CCI Service Desk.

PACKAGING, CRATES AND EMPTY CONTAINERS:

Expo CCI shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped, or shrink-wrapped materials. Expo CCI shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. Expo CCI shall not be responsible for crates and packaging unsuitable for handling, partially assembled, or having prior damage. Affixing "Empty" storage labels to containers is the sole responsibility of the Exhibitor or his representative. All previous labels should be removed. Expo CCI assumes no responsibility for removal or misdelivery of containers with old labels or incorrect information on labels or for loss or damage to materials stored in containers labeled "Empty".

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