



Lead Retrieval Services Order Form

[Click here to access the lead retrieval online ordering form.](#)

REMINDER: The deadline for to submit an order with the discount deadline is **Tuesday, October 6, 2026.**

QUESTIONS: Please call 312-321-6812 or email **itevents@smithbucklin.com**.

All orders and usage of badge reader equipment are subject to the following terms & conditions:

1. Orders & Order Timelines

- All orders must be paid in full prior to picking up badge reader(s).
- Orders received after the stated deadline will be charged at the On-site rates without exception.
- Orders received on-site are subject to availability.

2. Payment Terms and Cancellations

- Service will be rendered after receipt of full payment by credit card or check.
- All cancelations made more than 14 days prior to the event will be subject to a \$25 processing fee. No refunds will be issued for cancellation requests that are made 14 days prior to the event start date.
- Unclaimed badge readers or unused orders are not refundable.

3. Equipment User Terms

- All hardware, software, and badge reading equipment belong to the provider.
- If the badge reading equipment is not returned to the Lead Retrieval Desk within the hour following the end of the show, the user agrees to pay a late fee of \$50 per day, up to a maximum of the cost of the unit. Replacement cost: \$500.00
- If any badge reading equipment is lost, stolen, or damaged, the user will be responsible for said repair costs or replacement fee of \$500 per unit.

4. Provider Responsibility and User Expectations

- The User and provider each agree to indemnify, defend and hold harmless the other party and its respective successors and permitted assigns, and its officers, directors, members, agents, employees and/or representatives from and against any claim, action, cause of action, and liabilities including damages and expenses (including court costs and attorney fees and other fees of professionals) which may be asserted by third parties arising out of the performance of either party's obligations pursuant to the Services Rendered by the provider to the User, except for the willful misconduct or gross negligence of the other party.
- "Force Majeure" shall refer to any cause or event(s) that is beyond the reasonable control of the SmithBucklin or the organizer of the meeting, that could not have been reasonably foreseen and prevented by means reasonably available to it, and that causes the Event(s) to be either canceled or postponed "sine die" and this term shall include but shall not be restricted to acts of God, civil unrest or of the public enemy, acts of the Government, fires, flood, epidemics, strikes, lockouts, curtailment of transportation facilities or service. In any such event of Force Majeure, the obligations of SmithBucklin for services not yet rendered shall become automatically terminated and SmithBucklin shall be entitled to retain all the payments already received.