

# TELECOMMUNICATIONS SERVICE ORDER FORM

(PLEASE READ TERMS AND CONDITIONS ATTACHED)

**IF PAYING BY CHECK RETURN THIS FORM TO:**

PCCA/ASM Order Processing  
1101 Arch Street  
Philadelphia, PA 19107  
Inquiries only: 215-418-2190  
Email: [exhibitorservices@paconvention.com](mailto:exhibitorservices@paconvention.com)

**Natural Products Expo  
East 2023  
ADVANCED  
DEADLINE DATE:  
8/24/23**

**ORDERS MAY BE PLACED ONLINE AT:** <https://tinyurl.com/y5vv7s2h>

Exhibiting Firm: \_\_\_\_\_ Booth No.: \_\_\_\_\_  
 Billing Address: \_\_\_\_\_ Event: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Exhibitor Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

**CREDIT CARD AUTHORIZATION REQUIRED for advance order, on-site charges, labor, and materials.**

In our efforts to follow PCI compliance security guidelines and in order to safeguard your credit card information, we can no longer accept credit card information via this order form. To make payments via credit card, please contact our accounts receivable department at **215-418-4815** for assistance.

PHONE SERVICES (Unlimited local and long-distance calls at no additional charge)				
QTY.	SERVICE	ADVANCED RATE	STANDARD RATE	TOTAL
	Single Line Telephone Service	\$300.00	\$350.00	
	Credit Card Line/Fax Line	\$300.00	\$350.00	
	Multi Line Telephone Service	\$450.00	\$525.00	
Phone Equipment & Features				
	Conference Phone (Single Line Telephone Service must be ordered)	\$100.00	\$150.00	
	Voice Mail	\$25.00	\$25.00	
	Other:	<i>Call for Pricing</i>		
			Subtotal	
			8% Sales Tax	
			Total	

**PLEASE NOTE:**

- Phone Service originates at back of booth; please attach a floor plan if service is required in a location other than back of booth.
- TO ORDER ONLINE VISIT OUR WEBSITE at [WWW.PACONVENTION.COM](http://WWW.PACONVENTION.COM)

# TERMS & CONDITIONS

## 1. INSTRUCTION FOR COMPLETING ORDER FORM

- A. Order must be typed or clearly printed; illegible forms will delay processing.
- B. Services requested at location other than back of booth must include floor plan.
- C. For services and equipment not listed on the service order form, call the PCCA/ASM Global Exhibitor Services Department for availability and quotes at **(215) 418-2190** or e-mail **exhibitorservices@paconvention.com**

## 2. EXPLANATION OF SERVICE

- A. Rates shown for services are for the duration of event and includes installation to exhibitor booth in the most convenient manner, in most cases to the back center of an in-line booth or perimeter of island and peninsula booths. All services originate from the floor unless otherwise noted or requested.
- B. Advance orders will be installed based on the schedule determined by the General Service Contractor and/or Show Management. On site orders will be processed in the order that they are received at the PCC Exhibitor Services Desk.

## 3. RULES AND REGULATIONS FOR SERVICES

- A. Services provided **may not be** shared by multiple exhibits.
- B. All materials and equipment furnished by PCC and/or its sub-contractors shall remain the property of PCC and/or its sub-contractors.
- C. PCC and/or its sub-contractors are authorized to cut floor coverings to gain access to utility floor ports and permit the installation of service.
- D. PCC or its sub-contractors are not responsible for interruption or fluctuation of services.
- E. All equipment provided by customer shall be compliant with the National and Philadelphia Electrical and Building Codes and PCC safety standards. All equipment is subject to inspection and approval by PCC prior to connection to service.
- F. Customer is responsible for any lost or damaged equipment supplied by the PCC.

## 4. PAYMENT TERMS & CONDITIONS

- A. **Full payment is due with service order.** Credit Card Pre-authorization for onsite charges is required when placing an order. Acceptable forms of payment are:
  - Company check (drawn on a U.S. bank) payable to **Pennsylvania Convention Center (PCC)**
  - Accepted credit cards**Service orders will not be processed without payment.** Exhibiting firms with outstanding balances from prior events must submit payments, otherwise services will not be provided. To pay by credit card, please contact our **Accounts Receivable Department** at **215-418-4793** for assistance.
- B. Advance rates will be applicable to service orders received by PCC 21 days prior to the first day of event move-in or the deadline date noted on front of this form. Service orders received less than 21 days prior to the first day of move-in and on site will be billed at the standard rate.
- C. Third party billing is available upon request. Please contact the **PCC Finance Department** at **215-418-4793** for approval.
- D. Outstanding balance for services will be automatically billed to the credit card on file.
- E. Credit will not be given for service installed and not used. Services canceled without 21 day prior written notice are subject to a cancellation fee of 25%.
- F. A \$25.00 handling charge will be assessed for returned checks due to insufficient funds.
- G. Claims regarding services provided by PCC will not be considered unless filed by customer issued prior to the close of show.
- H. **Refunds** of overpayments will be issued by submitting request to PCC Finance Department within 30 days of the close of final invoicing.
- I. For unpaid balances on **pre-approved** invoices, terms will be net, due and payable upon receipt of invoice. Effective 30 days after invoice date, any unpaid balances will bear a **FINANCE CHARGE** at the lesser of the maximum rate allowed by law, or 1.5% per month by law. The finance charge shall automatically be reduced to the maximum rate allowed. Any excess finance charge received by the PCC shall be applied to reduce the principal unpaid balance or refunded to the payer. This payment Terms & Conditions agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania
- J. International exhibitors are required to make 100% pre-payment for services. Payment may be made by check in U.S. funds drawn on a U.S. bank or by approved credit card.
- K. For companies exempt from sales tax, PCC requires an exemption certificate for the Commonwealth of Pennsylvania. Resale certificates are not valid unless re-billing charges to customers.