

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 proper forms and diagrams.
 - a. Please note there are additional labor and material charges for locations other than the back of booth for inline & peninsula booths and labor and material charges will always be required for island booths.
- 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. PAYMENT TERMS & CONDITIONS

- A. **Full payment is due with service order.** Credit Card Pre-authorization for on-site charges, labor and materials is required when placing an order.
Acceptable forms of payment are:
 - Company check (drawn on a U.S. bank) payable to **Pennsylvania Convention Center Authority, (PCCA)**
 - 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. **Advanced Rates** will be applicable to service orders received with payment in full by the deadline date noted on the front of this form.
- C. **Standard Rates** will be applicable to service orders received after the Advanced Rate Deadline or orders received without payment.
- D. **Third party billing** is available upon request. Please contact the **PCCA/ASM Global Finance Department** at **215-418-4795** for approval.
- E. **Outstanding balance** for services will be automatically billed to the credit card on file.
- F. Credit will not be given for service installed and not used.
- G. **Cancellation of services** must be received by PCCA/ASM Global Exhibitor Services Department 21 days prior to the event. Services cancelled without 21 days prior written notice are subject to a cancellation fee of 25%.
- H. A \$25.00 handling charge will be assessed for returned checks due to insufficient funds.
- I. Rates are based on current wages and are subject to change without notice.
- J. **Claims** regarding services provided by PCCA/ASM Global will not be considered unless filed by customer issued prior to the close of show.
- K. **Refunds** of overpayments and dispute resolutions will be issued by submitting requests to PCCA/ASM Global Finance Department within 30 days of the close of final invoicing.
- L. 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 PCCA/ASM Global 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.
- M. **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.
- N. For companies exempt from sales tax, PCCA/ASM Global requires an exemption certificate for the Commonwealth of Pennsylvania. Resale certificates are not valid unless re-billing charges to customers.

3. 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.
- C. Electrical services will be turned off one hour after the close of show each day and restored one hour prior to opening.
- D. 24-hour electrical service is available for refrigeration, electronics, and circulation pumps.

4. RULES & 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. All rental equipment furnished by PCC not left in the booth at the close of the show will be charged an additional 75% of the original rental equipment charge.
- D. 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.
- E. PCC or its sub-contractors are not responsible for interruption or fluctuation of services.
- F. All equipment provided by customer shall be compliant with the National and Philadelphia Electrical and Building Codes and PCCA/ASM safety standards. All equipment is subject to inspection and approval by PCC prior to connection to service.
- G. Customer is responsible for any lost or damaged equipment supplied by the PCC.