



## CompleteXPO Services

*Meeting The Needs of Today's Events!*

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# NeoCon® East

## PHILADELPHIA

October 28<sup>th</sup>-29<sup>th</sup>, 2015

Pennsylvania  
Convention Center

Philadelphia, Pennsylvania

## Payment Policies

### • Payment Options

CompleteXPO Services, the official general service contractor for **NeoCon East 2015**, is pleased to offer you three convenient ways to pay for furniture and carpet rentals, material handling, signs, shipping and other provided services.

#### • Checks

- All checks must be in U.S. funds drawn on a U.S. Bank.
- For advance payments by company check please submit your check with the anticipated charges, along with the completed order forms. Although you may choose to pay by company check or cash, for all charges incurred at show site, **we require your signed Payment and Credit Card Authorization Form** to be on file with CompleteXPO Services, in advance, to guarantee payment. Please make all checks payable to: **CompleteXPO Services**.

#### • Wire Transfer in U.S. Funds

- Address to: Fairwinds Credit Union 3087 N. Alfaya Trail, Orlando, Florida 32826  
Routing # 263181368 Account # 4538680  
Wire transfers must be initiated and confirmed at least two weeks prior to move-in. Wire transfers must include your company name, show name and booth number.
- Due to the various processing fees we incur from banks clearing wire transfers into our accounts, CompleteXPO Services will charge the following fees:
  - **Domestic incoming wire transfer fee: \$35.00**
  - **International incoming wire transfer fee: \$45.00**

#### • Credit Card

- We accept MasterCard, Visa, Discover and American Express. To authorize charges, you must complete the enclosed **Payment and Credit Card Authorization Form**. By completing and returning the Payment and Credit Card Authorization Form you are authorizing CompleteXPO Services and/or CompleteXPO Logistics to charge your credit card on file for any and all charges incurred.

### • Show Site Orders

To save money, take advantage of the pre-show discounts by ordering as many of your requirements as soon as possible in advance. **For the discount prices to apply, your order must be received by the Discount Deadline Date of Friday, October 9, 2015 and payment must accompany your order.** Orders received after the Return Deadline Date or made at the Exhibitor Service Desk during the show will be billed at standard rates listed on the various order forms.

### • Payment Terms

To process your order for services and materials listed in the Exhibitor Service Manual, we require your signed **Payment and Credit Card Authorization Form** to be on file with CompleteXPO Services to guarantee payment. Invoices for outstanding balances will be available at the Exhibitor Service Desk for your review and payment. Pre-payments will be indicated, and any balance due must be paid in full by cash, traveler's check, credit card or check upon presentation. All payment disputes should be resolved before leaving the show site. No adjustments will be made 30 days after close of the show.

Invoices will be ready on the last day of the show. If you have any questions or concerns in regard to your charges for inbound freight, installation labor, furniture or accessories, please stop by the Exhibitor Service Desk. Charges for these items may not be disputed after the show.

Additionally, **exhibitors will be charged for the equipment they use in their booth.** CompleteXPO Services is authorized to charge the exhibitor's credit card for any charges incurred following the show, e.g., dismantle labor, outbound overtime drayage charges, etc. In these circumstances, CompleteXPO Services will charge the exhibitor's credit card on file, and mail an invoice to the exhibitor outlining the charges which were billed.

All charges are payable in U.S. funds only. **No telephone orders will be accepted.**

### • Cancellation Policy

- Rental orders cancelled *prior* to delivery will be refunded at 100% of original price. Rental orders cancelled after delivery will receive a credit of 50% of the original price to be applied to a new purchase at standard rates. No refunds will be issued.
- Labor service orders cancelled 48 hours prior to move in will be refunded at 100% of original price. Labor service orders cancelled less than 48 hours prior to move-in will be invoiced a minimum of one hour per worker.
- **Note:** All materials are on a rental basis for the duration of the show, must be returned in good working order and will remain the property of CompleteXPO Services.