Dear Exhibitor,

On behalf of the 2017 National Rx Drug Abuse & Heroin Summit, I am delighted that you will be joining us this April 17-20 in Atlanta at the Westin Peachtree Plaza. Enclosed you will find your Exhibitor Kit, which contains important information about your exhibit space and the ways in which you can maximize your time in the Exhibit Hall during the Summit.

GEMS is our official partner for products and services in the Exhibit Hall. You will receive a separate email from GEMS with access instructions for their GEMS TS online ordering system.

In order to claim the Full Conference pass(es) that are included in your exhibit or sponsorship package, please refer to your contract number, which has already been emailed to you along with Registration Instructions.

With the support of exhibitors like you, we are able to bring the highest quality education to professionals of all types. If you have any questions, please feel free to reach out to a member of our team listed below.

I look forward to seeing you in Atlanta.

Sincerely,

Douglas J. Edwards
Director
Institute for the Advancement of Behavioral Healthcare

<table>
<thead>
<tr>
<th>Registration</th>
<th>Sponsorship Fulfillment</th>
<th>Exhibit Booth Items</th>
<th>Additional Opportunities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ellen Kelley</td>
<td>Lori Siegfried</td>
<td>Lisa Maag, GEMS</td>
<td>Cate Olszewski</td>
</tr>
<tr>
<td>(216) 373-1223</td>
<td>(212) 812-8418</td>
<td>(407) 438-5002</td>
<td>(216) 373-1234</td>
</tr>
<tr>
<td><a href="mailto:ekelley@vendomegrp.com">ekelley@vendomegrp.com</a></td>
<td><a href="mailto:lsiegfried@vendomegrp.com">lsiegfried@vendomegrp.com</a></td>
<td><a href="mailto:lisa@gemsevents.com">lisa@gemsevents.com</a></td>
<td><a href="mailto:colszewski@vendomegrp.com">colszewski@vendomegrp.com</a></td>
</tr>
</tbody>
</table>
GEMS, your Official General Contractor for show products and services, is proud to announce the all new GEMS TS online ordering system! Please follow these simple steps to order all your show services online.

**Logging In & Ordering Online**

You will be receiving an email from GEMS with your login information, show code and important information. If you do not receive an email, please contact your GEMS Project Manager, Lisa Maag at (407)438-5002 ext. 117 or at lisa@gemsevents.com, the login is from noreply@vertigo.com

Please use your login information to view your service manual, important show information and use the GEMS TS online ordering system. The online ordering system allows you, the exhibitor, to order, view past orders and make changes to your order for up to 6 hours without penalties or surcharges. All you need to do is login, choose the services you would like to order and click “add to cart”, then check-out. If you are shipping freight please fill out material handling recap.

If you choose not to use the GEMS TS online ordering system, a 6% processing fee will be added to your total invoice.

As always, if you have any questions feel free to contact GEMS.

GEMS - Gilbert Exposition Management Services
895 Central Florida Parkway
Orlando, FL 32824
Phone: 407-438-5002 | Fax: 407-852-0286
GEMS is proud to be your Exposition Management team for **2017 RX DRUG ABUSE AND HEROIN SUMMIT**. The following are important dates and information to keep at hand:

**Official General Contractor**
GEMS - Gilbert Exposition Management Services  
895 Central Florida Parkway, Orlando, Florida 32824  
Phone: (407) 438-5002  
Fax: (407) 852-0286

**Show Information:**
- Back-wall Drape: BLACK
- Side-wall Drape: BLACK
- Hall Carpeted: YES/MULTI-COLOR
- Booth Size: 10’ X 10’
- Booth Includes: Pipe and drape (1) 6’ Skirted table, (2) Chairs, (1) Wastebasket and (1) ID sign and One Time Booth Cleaning Before Show Opens

**Important Dates**
- **WEDNESDAY MARCH 15, 2017**  
  Shipments may start arriving at the GEMS warehouse
- **FRIDAY MARCH 31, 2017**  
  Discount Deadline GEMS orders received with payment
- **FRIDAY APRIL 14, 2017**  
  Last day for shipments to arrive at GEMS warehouse without surcharges

**SHIPPING ADDRESSES:**
**ADVANCE TO WAREHOUSE:**
GEMS WAREHOUSE  
DCB LOGISTICS  
Company Name & Booth # 2017 RX SUMMIT  
640 Cordell Dr.  
ATLANTA, GA 30349

**DIRECT TO SHOW SITE:**
TO AVOID DELAY OR LOST ITEMS  
LABEL MUST READ C/O GEMS  
THE WESTIN PEACHTREE PLAZA  
C/O GEMS RX SUMMIT  
COMPANY NAME & BOOTH # 210 Peachtree St. N.W.  
Atlanta, GA 30303

- Shipments arriving at show site before the designated move-in date will be refused, rerouted, or held by the facility. You are responsible for all related charges incurred at show site and by GEMS. Shipping prior to move in could delay your shipment to your booth. Please follow the outlined Shipping guidelines.

**During the Show:** GEMS maintains an on-site Exhibitor Center throughout the show. If there is anything you forgot to order, or new requirements arise during the show, we will be happy to help you. Just visit us at the Exhibitor Service Center for assistance.

**SHIPPING ADDRESSES:**
**ADVANCE TO WAREHOUSE:**
GEMS WAREHOUSE  
DCB LOGISTICS  
Company Name & Booth # 2017 RX SUMMIT  
640 Cordell Dr.  
ATLANTA, GA 30349

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TO AVOID DELAY OR LOST ITEMS  
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COMPANY NAME & BOOTH # 210 Peachtree St. N.W.  
Atlanta, GA 30303

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- **FRIDAY MARCH 31, 2017**  
  Discount Deadline GEMS orders received with payment
- **FRIDAY APRIL 14, 2017**  
  Last day for shipments to arrive at GEMS warehouse without surcharges

**DO NOT SHIP TO SHOW SITE PRIOR TO APRIL 17, 2017**

**Show carrier on site for pickup if you would like to ship outbound freight.**

**Please inform your drivers to be checked in at the loading area by 4:00 PM WEDNESDAY APRIL 19, 2017.**

**Freight not picked up by 6:30 PM will be redirected.**

**All Exhibit Materials must be off the show floor by 6:30 PM.**

**Stop by the GEMS Desk during move-out and get an out bound bill of lading.**

**After the Show:**
Feel free to contact GEMS throughout the year for assistance with any trade shows, Special Events, exhibit rentals, installation and dismantle labor, or material storage.

We look forward to serving you in the future!
SHOW HOURS

MONDAY/APRIL 17, 2017
Exhibitor Move-In 8:00 AM—5:00 PM

MONDAY/APRIL 17, 2017
Exhibitor Hall Open 6:15 PM—7:30 PM

TUESDAY/APRIL 18, 2017
Exhibit Hall Open 7:00 AM—8:00 AM
Exhibit Hall Open 10:30 AM—11:15 AM
Exhibit Hall Open 12:30 PM—2:00 PM
Exhibit Hall Open 3:15 PM—3:45 PM

WEDNESDAY/APRIL 19, 2017
Exhibit Hall Open 7:00 AM—8:15 AM
Exhibit Hall Open 10:00 AM—10:45 AM
Exhibit Hall Open 12:00 PM—1:30 PM
Exhibit Hall Open 2:45 PM—3:15 PM

WEDNESDAY/APRIL 19, 2017
Exhibitor Move Out 3:30 PM—6:30 PM

ALL MATERIAL OFF FLOOR
WEDNESDAY APRIL 19, 2017  6:30 PM
## Payment & Credit Card Charge Authorization

### Payment Policy
- **Payment for Services**
  - GEMS requires payment in full at the time services are ordered. GEMS requires that you provide a credit card authorization with your initial order. For your convenience, we will use this authorization to charge your account for services which may include labor & material handling not covered by your first payment.

  - For your convenience, we will use this authorization to charge your credit card for any additional amounts ordered by your representative for products and services rendered to your company for this event.

- **Method of Payment**
  - GEMS accepts MasterCard, VISA, Discover, American Express, & Check. Purchase orders are not considered payment. All payments must be made in U.S. Funds drawn on a U.S. Bank. Exhibitors will be charged a $25.00 fee for returned NSF checks.

### Credit Card Charge Authorization

(All Information Must Be Provided)

<table>
<thead>
<tr>
<th>Type</th>
<th>Code</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>_MasterCard</td>
<td>_VISA</td>
<td>_American Express</td>
</tr>
</tbody>
</table>

### Calculation of Orders

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Material Handling</td>
<td>$</td>
</tr>
<tr>
<td>Installation &amp; Dismantle Labor</td>
<td>$</td>
</tr>
<tr>
<td>Standard Furnishings &amp; Accessories</td>
<td>$</td>
</tr>
<tr>
<td>Custom Furniture Rental</td>
<td>$</td>
</tr>
<tr>
<td>GEMS Rental Exhibits</td>
<td>$</td>
</tr>
<tr>
<td>Floral Service</td>
<td>$</td>
</tr>
<tr>
<td>Booth Cleaning</td>
<td>$</td>
</tr>
<tr>
<td>6 % Processing Fee</td>
<td>$</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$</td>
</tr>
</tbody>
</table>

To simplify payment, send a check payable to GEMS for your entire order or note the amount to be charged to your credit card.

**FULL PAYMENT** in U.S. funds drawn on a U.S. Bank

**Check #**

Please list all authorized persons for credit card use at show site below.

### Third Party Billing

Each exhibiting firm is ultimately responsible for all charges incurred on its behalf. GEMS reserves the right to institute collection action against the exhibitor if the authorized third party does not pay. See Third Party Billing Request form.

### Tax Exempt

If you are tax exempt in the state in which you will be exhibiting, you must provide a Sales Tax Exemption Certificate for that state. Please send the above information with your orders for the show. GEMS must receive your certificate with your order; otherwise tax will appear on your invoice.

### Adjustments and Cancellations

Adjustments to your invoice will not be made after the close of show. Some items, services and labor are subject to cancellation fees. Cancellation fees will apply if written notice of cancellation is not received within 15 business days of the show move-in. No credits will be issued after delivery or attempted delivery.

If you have any questions regarding our payment policy, please call exhibitor services at 407-438-5002 or visit our Service Desk during setup and move-out. Please complete the information and return payment in full with this form and your orders. You may choose to pay by credit card, check or bank wire transfer, however, we require your credit card charge authorization to be on file with GEMS. You agree to late fees up to 1.5% per month on any balance not paid at the conclusion of the Show, or balance left without appropriate credit card on file.
THIRD PARTY PAYMENT AND STATEMENT OF TERMS

GEMS will present invoices to third parties at the Show site for payment of all services rendered to exhibitors provided the following conditions are met:

1. The exhibitor is required to complete the "INTENT TO USE NON-OFFICIAL CONTRACTORS" form located on page 11 of this manual.

2. The payment record of the third party must be acceptable to GEMS. Also, the charge card information must be completed and submitted to GEMS as a deposit for the Show.

3. If there is any doubt who is to be invoiced for a service, the charges for the service will be charged to the exhibitor. The exhibiting firm is ultimately responsible for the payment of all charges. If the Non-Official Contractor requires GEMS to fax an invoice from the Show Facility, a $75.00 service charge will be added.

4. The following form is to be completed, signed and returned by both parties by the deadline date indicated at the bottom of this page. Otherwise, the request will be denied.

   Please do not forget to fill out the credit card authorization form.

We understand that we, the exhibiting firm, are ultimately responsible for payment of charges incurred. In the event that the named third party does not make payment upon presentation of the invoice at the Show site, such charges will be presented to the exhibiting firm for payment.

ALL INVOICES MUST BE SETTLED BY THE CLOSE OF THE SHOW. Please fill out the form below completely.

<table>
<thead>
<tr>
<th>EXHIBITING FIRM:</th>
<th>BOOTH#:</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTHORIZED NAME &amp; TITLE:</td>
<td></td>
</tr>
<tr>
<td>AUTHORIZED SIGNATURE:</td>
<td></td>
</tr>
<tr>
<td>DISPLAY HOUSE NAME/THIRD PARTY PAYER:</td>
<td></td>
</tr>
<tr>
<td>COMPLETE ADDRESS:</td>
<td></td>
</tr>
<tr>
<td>CITY, STATE:</td>
<td>ZIP CODE:</td>
</tr>
<tr>
<td>AUTHORIZED NAME &amp; TITLE:</td>
<td></td>
</tr>
<tr>
<td>AUTHORIZED SIGNATURE:</td>
<td></td>
</tr>
<tr>
<td>PHONE NUMBER:</td>
<td>FAX NUMBER:</td>
</tr>
<tr>
<td>ITEMS TO BE BILLED TO THIRD PARTY:</td>
<td></td>
</tr>
<tr>
<td>___ MASTERCARD</td>
<td>___ VISA</td>
</tr>
<tr>
<td>ACCOUNT NUMBER:</td>
<td>EXPIRATION DATE:</td>
</tr>
<tr>
<td>NAME ON CARD:</td>
<td></td>
</tr>
<tr>
<td>SIGNATURE:</td>
<td></td>
</tr>
<tr>
<td>COMPANY NAME:</td>
<td>BOOTH #:</td>
</tr>
<tr>
<td>COMPANY ADDRESS:</td>
<td></td>
</tr>
<tr>
<td>CITY, STATE:</td>
<td>ZIP CODE:</td>
</tr>
<tr>
<td>PHONE NUMBER:</td>
<td>FAX NUMBER:</td>
</tr>
</tbody>
</table>
**SHIPPING INSTRUCTIONS**

### ADVANCE SHIPMENTS TO THE WAREHOUSE
- Shipments must be sent PRE-PAID. All collect shipments will be refused.
- Crated shipments may be sent to the warehouse in advance up to thirty (30) days prior to the Show move-in date. Such shipments must arrive on or before **FRIDAY APRIL 14, 2017** between 8:00am & 4:00pm Monday through Friday.
- No shipments will be received at the warehouse on weekends or holidays. To trace the arrival of a shipment, call 407-438-5002.
- HAVE PRO NUMBER AND CARRIER INFORMATION AVAILABLE.
- NOTE: Shipments that arrive at the warehouse after Show move-in has begun will be charged an additional 25% overtime rate of the advance warehouse rate.
- Label each package or crate as follows:

  **TO ARRIVE ON OR BEFORE**
  **FRIDAY APRIL 14, 2017**
  **GEMS WAREHOUSE**
  **DCB LOGISTICS**
  **Company Name & Booth #**
  **2017 RX SUMMIT**
  **640 CORDELL DR.**
  **ATLANTA, GA  30349**

### SHIPMENTS TO SHOW SITE
- All shipments arriving at the facility prior to **APRIL 17, 2017** will be refused & rerouted.
- NOTE: Shipments will only be received at the Show site during the move-in periods - **SEE PAGE ONE OF THE SERVICE MANUAL**.
- As an exhibitor, it is your responsibility to instruct your carrier of the proper date for direct deliveries to the Show facility.
- Bills of Lading indicating weight must accompany freight delivery. The driver’s signature on the Show site receiving report will verify the total count and weight.
- NOTE: Shipments arriving at Show site before the designated move-in date will be refused, rerouted, or held by the facility. You’re responsible for all related charges incurred at site & by GEMS. Shipping prior to move-in could delay your shipment to your booth. Please follow the outlined shipping guidelines.
- Label each package or crate as follows:

  **DO NOT DELIVER PRIOR TO**
  **MONDAY APRIL 17, 2017**
  **THE WESTIN PEACHTREE PLAZA**
  **C/O GEMS**
  **Company Name & Booth #**
  **2017 RX SUMMIT**
  **210 PEACHTREE ST N.W.**
  **ATLANTA, GA  30303**

**Please note the following general shipping information:**
- Shipments received without receipts, freight bills or specified unit counts on the receipts or freight bills, such as UPS or van lines, will be delivered to the exhibitor’s booth without guarantee of the piece count or condition. No liability will be assumed by GEMS for such shipments.
- Crated materials will be received at the warehouse up to 30 days in advance and delivered to respective booths at the Show facility. Empty containers will be removed from the booth, placed in storage and returned to the booth at the close of the Show. Material is then moved from the booth to the dock and reloaded on designated vehicles. Charges will be based on in-bound weight only.

**IMPORTANT: Refer to the “MATERIAL HANDLING RATES” in the Exhibitor Service Manual for rate information.**
ADVANCE SHIPMENTS
"LABEL" may be copies and used for your convenience

TO ARRIVE BY APRIL 14, 2017

FOR ADVANCE SHIPMENTS
TO ARRIVE BY APRIL 14, 2017

EXHIBITION MATERIALS
To:__________________
EXHIBITOR NAME

GEMS WAREHOUSE
DCB LOGISTICS
2017 RX SUMMIT
640 CORDELL DR.
ATLANTA, GA  30349

Name of Event: ______________________________
Booth #: ________________________________
#of Pieces: ________________________________
Carrier: ________________________________

SHOW SITE SHIPMENTS
"LABEL" may be copied and used for your convenience

TO ARRIVE ON APRIL 17, 2017

FOR SHOW SITE SHIPMENTS
TO ARRIVE ON APRIL 17, 2017

EXHIBITION MATERIALS
To:__________________
EXHIBITOR NAME

C/O GEMS
RX SUMMIT
THE WESTIN PEACHTREE PLAZA
210 PEACHTREE ST. N.W.
ATLANTA, GA  30303

Name of Event: ______________________________
Booth #: ________________________________
#of Pieces: ________________________________
Carrier: ________________________________

Lisa Maag, Project Manager
E-mail: lisa@gemsevents.com
Phone: (407) 438-5002
Fax: (407) 852-0286

GEMS Discount Deadline
MARCH 31, 2017
**MATERIAL HANDLING RECAP**

<table>
<thead>
<tr>
<th>Please indicate where your shipment will arrive:</th>
<th>____GEMS Warehouse</th>
<th>____Show Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will ship ____ pieces @ ____ lbs. @ $89.00 per 100 lbs. (200 lb. minimum)</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Small Package Charge</td>
<td>@ $50.00 (25 lb. maximum)</td>
<td>$</td>
</tr>
<tr>
<td>Loose/Uncrated/Pad Wrapped</td>
<td>@ $105.00 per 100 lbs. (200 lb. minimum)</td>
<td>$</td>
</tr>
</tbody>
</table>

**OVERTIME MATERIAL HANDLING CHARGES**

(See Schedule On Page One)

Overtime rates prevail before 8:00AM and after 4:00PM daily, and all day on Saturdays, Sundays & Holidays.

<table>
<thead>
<tr>
<th>Inbound Overtime - 25% Surcharge</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outbound Overtime - 25% Surcharge</td>
<td>$</td>
</tr>
</tbody>
</table>

**NOTE:** We understand that your calculation is only an estimate. Invoicing will be completed from the actual weight as listed on the inbound Bills of Lading. Adjustments will be made accordingly, and must be paid at Show site. If you have any questions about material handling, please call 407-438-5002.

For complete information and instructions on shipping and material handling, refer to the “SHIPPING INSTRUCTIONS” and “MATERIAL HANDLING RATES.”

*When recording weight, round up to the next one hundred (100) pounds. *Shipments received without individual/carrier receipts or freight bills, such as UPS, FEDERAL EXPRESS, EXPRESS MAIL, PARCEL POST, or PRIVATE VEHICLE, etc., will be delivered to the booth without guarantee of the piece count or condition.

**FREIGHT INFORMATION GUIDE**

PLEASE NOTE: To enable our tracking delayed shipments, please fax duplicate Bills of Lading to 407-852-0286.

**COLLECT SHIPMENTS WILL NOT BE RECEIVED**

Shipments arriving at Show site before the designated move-in date could be refused, rerouted, or held by the facility. You are responsible for all related charges incurred at Show site and by GEMS. Shipping prior to move-in could delay your shipment to your booth. Please follow the outlined shipping guidelines.

**INSTRUCTIONS FOR OUTGOING SHIPMENTS AFTER THE SHOW**

<table>
<thead>
<tr>
<th>Consign to (Company Name):</th>
<th>Telephone:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address:</td>
<td>City:</td>
</tr>
<tr>
<td>State:</td>
<td>Zip:</td>
</tr>
<tr>
<td>Carrier:</td>
<td>Circle One: PREPAID COLLECT</td>
</tr>
<tr>
<td>Total Number of Containers:</td>
<td>Total Weight of Shipment:</td>
</tr>
</tbody>
</table>

**INCOMING SHIPMENT**

<table>
<thead>
<tr>
<th>Origin of Shipment:</th>
<th>Shipping Date:</th>
<th>Approximate Arrival Date:</th>
<th>Total Number of Containers:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Weight of Shipment:</td>
<td>Carrier:</td>
<td>Pro #:</td>
<td></td>
</tr>
</tbody>
</table>

**OVERTIME MATERIAL HANDLING CHARGES**

Inbound Overtime - 25% Surcharge: $ |
Outbound Overtime - 25% Surcharge: $ |

**Material Handling Subtotal** $ |
**Overtime Subtotal** $ |
**Material Handling Total** $ |

For complete information and instructions on shipping and material handling, refer to the “SHIPPING INSTRUCTIONS” and “MATERIAL HANDLING RATES.”

*When recording weight, round up to the next one hundred (100) pounds. *Shipments received without individual/carrier receipts or freight bills, such as UPS, FEDERAL EXPRESS, EXPRESS MAIL, PARCEL POST, or PRIVATE VEHICLE, etc., will be delivered to the booth without guarantee of the piece count or condition.

**EXHIBITING FIRM:**

Lisa Maag, Project Manager
895 Central Florida Parkway
Orlando, Florida 32824
E-mail: lisa@gemsevents.com
Phone: (407) 438-5002
Fax: (407) 852-0286

GEMS Discount Deadline
MARCH 31, 2017
MATERIAL HANDLING RATES

- $89.00 per hundred weight (or fraction thereof).
- Minimum of $178.00 per shipment delivered - 200 lb. minimum.
- When recording weight, round up to the next one hundred (100) pounds.
- Rates are calculated on a round trip basis.
- If the inbound and / or outbound receiving hours occur during overtime there will be a 25% surcharge for each occurrence.
- Overtime hours are Monday-Friday before 8:00am and after 4:00pm, and all day Saturday, Sunday and on Holidays.

SMALL PACKAGE SHIPMENTS

Shipments received without individual/carryer receipts or freight bills, such as UPS, FEDERAL EXPRESS, EXPRESS MAIL, PARCEL POST, or PRIVATE VEHICLE, etc., will be delivered to the booth without guarantee of the piece count or condition. GEMS will assume no liability for these shipments. $50.00 per shipment will be charged for packages 25 pounds and under.

LABOR AND EQUIPMENT

Labor will be available for un-crating, un-skidding, assembling, positioning, leveling, dismantling, re-crating, and re-skidding machinery and/or equipment of exhibitors. Please see the “INSTALLATION AND DISMANTLING LABOR ORDER FORM” in this manual.

SPECIAL HANDLING

Add 50% to the quoted Show facility rate for un-crated or loose display shipments or shipments by any truck which, because of height or truck bed, cannot be unloaded at the docks. Uncrated and loose display shipments will not be received at the warehouse. This form of shipment should be sent directly to the Show facility, scheduled to arrive during the move-in time. These shipments will not be accepted prior to the move-in dates. Uncrated and loose display shipments are defined as open displays (not cratered or cased) or un-skidded machinery on an open flatbed truck without proper lifting bars or hooks. If the crated materials are combined with un-crated or loose materials in the same shipment, and the Bill of Lading does not identify the various classifications, the whole shipment will be charged at the special handling rate.

INBOUND BILL OF LADING OR DELIVERY RECEIPT

All shipments must have a Bill of Lading or delivery receipt showing number of pieces, weight and description of merchandise. The charges will be computed based on this weight. In the event that no weight is indicated on the documents presented, GEMS shall estimate the weight, and all charges will be based on these estimates. The estimates will be binding on both parties. A $25 fee will be applied to your invoice if GEMS finds it necessary to provide this weigh scale service. No adjustments will be made after the Show closes. Copies of the Bills of Lading, including pro number, should be mailed to GEMS as soon as shipments are made. This will assist in tracking, if necessary.

EMPTY CONTAINER LABELS

Empty labels for storage of containers during the Show will be available at the Exhibitor Service Center. Affixing the labels is the sole responsibility of the exhibitor or representative. All previous labels should be removed. GEMS assumes no liability for errors to the above procedure, removal of containers with old labels, improper information or valuables stored in containers with old empty labels. Empty crates or containers will not be accessible after removal unless prior arrangements are made for accessible storage at the Exhibitor Service Center.

SPECIAL RATES AND SERVICES

- Steel banding is available at $1.50 per linear foot, plus one-half hour minimum labor.
- Shrink Wrap is available at $15.00 per pallet / skid plus one-half hour labor.
- Mobile equipment will be moved in & out of the exhibit hall on a time & material basis with a minimum $250 charge per round trip.
MATERIAL HANDLING RATES

-CONTINUED-

AGREEMENT OF TERMS

The exhibitor accepts responsibility for the payment of charges in connection with the handling of shipments and guarantees payment to GEMS for the incurred services described herewith.

OUTBOUND SHIPPING

Each exhibitor or his representative will be expected to label his exhibit materials and furnish shipping information. Labels and Bills of Lading will be available at the Exhibitor Service Center. Previous shipping labels should be removed. GEMS accepts no responsibility for misdirected shipments as a result of old shipping labels remaining on containers. GEMS will route all shipments unless special advance arrangements are made. Exhibits and materials for which arrangements have not been made with GEMS, or which have not been removed from the exhibit area on removal day, will be transported to our warehouse, at an additional charge, to await disposition. GEMS reserves the right to route exhibit material via an alternate carrier in the event that the requested carrier fails to pick up the shipment or refuses to accept shipments within five (5) business days following the close of the Show. No liability will be assumed by GEMS as a result of such re-routing or handling. Any freight brought back to the warehouse for special pick-up will be given an additional charge.

SHIPMENTS RETURNED TO THE WAREHOUSE

At the close of the Show, should shipments need to be brought back for any reason, there will be an additional charge of $89.00 per CWT for straight time and $178.00 per CWT for overtime, with a 500 lb. minimum.

LIMITS OF LIABILITY

All shipments should be insured by the exhibitor from the time they leave their firm until they are returned after the Show. All exhibits or materials handled by GEMS and insured by the exhibitor are not to exceed a value of $0.25 per pound and are not to exceed a maximum of $50.00 per item or $1000.00 per claim, whichever is less. GEMS and its subcontractors are not insurers. The amounts paid to GEMS are based on the value of the material handling services and are unrelated to the value of the property being handled.

GEMS and its subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts, work stoppage, fire, theft, windstorm, water, vandalism, acts of God, mysterious disappearances or other causes beyond its control, or for ordinary wear and tear in handling of equipment. GEMS and its subcontractors shall not be responsible for the materials after they have been delivered to the booth, or before they have been picked up for loading at the exhibit hall. GEMS shall not be responsible for damage to uncrated materials, materials improperly packed, or concealed damage. All Bills of Lading covering outgoing shipments, which are given to GEMS by exhibitors, will be checked at the time of pickup from the booth, at which time corrections will be made where discrepancies exist. Furthermore, the exhibitor recognizes there may be a lapse of time between the completion of packing and the actual pickup of materials from the booth for loading onto a carrier. During such time, the materials will not be under the care or responsibility of GEMS. GEMS and its subcontractors shall not be liable to any extent whatsoever for potential or assumed loss of profits or revenues for any collateral costs, which may make it impossible or impractical to exhibit. Same claims for loss or damage which are not submitted to GEMS within thirty (30) days of the close of the Show shall be considered waived.

No suit or action shall be brought against GEMS or its subcontractors more than one year after accrual of the cause or action thereof. In order to expedite removal of materials from the Show site, GEMS shall have the authority to change designated carriers if such carriers do not pick up on time. Where the exhibitor makes no disposition, materials will be either taken to a warehouse to await exhibitor’s shipping instructions (in which case extra charges will be the responsibility of the exhibitor) or shipped to the exhibitor’s address.

The consignment or delivery of a shipment to GEMS or its subcontractors by the exhibitor, or by any shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in the above section.
GEMS IN-HOUSE SHIPPING SERVICES

- Excellent service & rates!
- Direct links to GEMS Show Manager!
- Preferred Access to Show-Site!

- Our high volume of shipments for GEMS shows, mean you get great prices
- Co-located offices & warehouse facilities for Event & Shipping services
- Preferred access so we can deliver to your booth before you arrive, as we are part of GEMS team
- On-site GEMS team means you always have help with your freight needs

With our in-house services, we ship from your:-

- Business to Booth, then
- Booth to Business, or
- Booth to Booth / next show

We fit our best service, to suit your freight needs, including :-

- Time-specific
- Air
- Next Day
- International
- 2nd Day
- 3-5 Day

CALL / EMAIL YOUR GEMS LOGISTICS TEAM FOR SHIPPING SERVICE NEEDS

Important Dates

Wednesday, March 15, 2017
First day to ship into GEMS warehouse
Friday, April 14, 2017
Last day to ship into GEMS warehouse
Monday, April 17, 2017
ONLY DAY for shipments to SHOW SITE
**INBOUND SHIPPING INSTRUCTIONS**

Pick-up from:
Company: ____________________________
Address: ____________________________
City: __________________ State/Zip: ________

Requested Pick Up Date: ____________
Hours of Operation: _______________
Contact: ____________________________
Email: ____________________________ Tel: ____________

**SHIPPING SERVICES**

☐ Please arrange my shipping to ADVANCE WAREHOUSE or
☐ Please arrange my shipping to SHOW SITE
☐ Please arrange my OUTBOUND SHIPPING
☐ Please contact me about EXPRESS DEPARTURE SERVICE
☐ Please contact me about BETWEEN SHOWS STORAGE

**TRANSPORTATION CHARGES PAYMENT AUTHORIZATION**

ALL charges relating to logistics services to be billed to this Card:

Card Type: ☐ MasterCard ☐ VISA ☐ American Express
Card #: ____________________________
Expiration Date: __________________ Security Code: ________

**SHIPPING INFORMATION**

<table>
<thead>
<tr>
<th>Items to be shipped:</th>
<th>Pieces</th>
<th>Dimensions:</th>
<th>Weight:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crates</td>
<td>☣</td>
<td>[ h ] [ w ] [ d ]</td>
<td></td>
</tr>
<tr>
<td>Cartons (cardboard)</td>
<td>☣</td>
<td>[ h ] [ w ] [ d ]</td>
<td></td>
</tr>
<tr>
<td>Cases/Trunks</td>
<td>☣</td>
<td>[ h ] [ w ] [ d ]</td>
<td></td>
</tr>
<tr>
<td>Skids/Pallets</td>
<td>☣</td>
<td>[ h ] [ w ] [ d ]</td>
<td></td>
</tr>
<tr>
<td>Carpet</td>
<td>☣</td>
<td>[ h ] [ w ] [ d ]</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>☣</td>
<td>[ h ] [ w ] [ d ]</td>
<td></td>
</tr>
</tbody>
</table>

- TOTAL PIECES: __________________ TOTAL WEIGHT: __________________

Declared value $ ____________
Loading Dock ☐ Lift Gate needed ☐
Residential address ☐ Inside Pick Up ☐ Inside Delivery ☐

Special Instructions: ____________________________________________________________

**OUTBOUND SHIPPING INSTRUCTIONS**

☐ I will sign the Bill of Lading, for outbound shipping, at GEMS service desk and am fully aware of GEMS service (and charges) for material handling of my freight, provided before/after this shipping service.

SHIP TO ADDRESS: ________________________________________________________________

Contact Name: ____________________________ Phone: ____________________________
Deliver-by Date: ____________ Qty of labels req’d: ____________
Name on Card: ____________________________

Authorised Signature: ____________________________

A representative of GEMS Logistics will confirm receipt of your shipping booking form. Please complete the following:

Exhibiting Company: ____________________________ Booth: ____________
Contact Name: ____________________________ Email: ____________________________
Authorised Signature: ____________________________

Freight Service Type:

☐ STANDARD GROUND ☐ 2ND DAY AIR
☐ NEXT DAY AIR ☐ OTHER (TRUCK LOAD, SPECIALISED)

Freight Services are charged based on Dimensional or Actual weight—whichever is greater when weighed.
INSTALLATION AND DISMANTLING LABOR ORDER

Straight Time: $100.00 per personnel hour  
Overtime: $140.00 per personnel hour

Overtime rates prevail before 8:00AM and after 4:30PM, daily and all day on Saturdays, Sundays & Holidays.

A minimum charge is one hour per labor personnel.

<table>
<thead>
<tr>
<th>PLAN A: Installation and dismantling of display under the supervision of I&amp;D GEMS.</th>
<th>PLAN B: Installation and dismantling of display under the supervision of Exhibitor.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please note the following:</td>
<td>Please note the following:</td>
</tr>
<tr>
<td>• In addition to the above listed rates, a 35% supervision fee will apply to the above rates with a $50.00 minimum charge.</td>
<td>• Labor personnel must be picked up at GEMS Exhibitor Service Center when under exhibitor supervision.</td>
</tr>
<tr>
<td>• Work will be done on a straight time basis if possible. However, overtime charges will be invoiced, if necessary.</td>
<td>• A one hour “no show” charge will be applied if exhibitor fails to pick up labor personnel as ordered.</td>
</tr>
<tr>
<td>• Notice of cancellation should be made at least 24 hours prior to the move-in to avoid a one-hour minimum charge.</td>
<td>• Notice of cancellation should be made at least 24 hours prior to the Show move-in to avoid a one-hour charge per requested personnel.</td>
</tr>
</tbody>
</table>

Workers are assigned to orders at 8:00AM daily and completion time of first assignments is uncertain. Therefore, starting times after 8:00AM cannot be guaranteed, although every effort will be made to provide labor at requested times.

FORKLIFT ORDER

Straight Time: $100.00 per personnel hour  
Overtime: $140.00 per personnel hour  
Forklift: $50.00 per hour

A forklift crew will consist of one forklift, one driver and one spotter. Please note that a forklift crew should be ordered if you need equipment spotted in your booth area, removed from crates, positioned or repositioned once it is in your booth area. Forklift crews do not need to be ordered if it is part of the Material Handling Process. The same rules and regulations apply to forklift crew labor as to all other labor services.

INSTALL & DISMANTLE RECAP

Please check the appropriate line:  
___GEMS Supervision  
___Exhibitor Supervision  
___Forklift Crew

Install  
Date:  
Time:  
Total Laborers:  
Hours per Laborer:  
$  

Dismantle  
Date:  
Time:  
Total Laborers:  
Hours per Laborer:  
$

GEMS Supervision Install 35%:  
GEMS Supervision Dismantle 35%:  
Forklift Fee: $50.00  
$

ESTIMATED COST FOR INSTALLATION, DISMANTLE LABOR, AND/OR FORKLIFT LABOR:  
$

LIMITS OF LIABILITY & RESPONSIBILITY FOR LABOR

1. Gilbert Exposition Management, Inc., GEMS & its subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts or work stoppages of any kind.

2. Gilbert Exposition Management, Inc., GEMS and its subcontractors shall not be responsible for loss, injury or damage caused by laborers or equipment furnished by Gilbert Exposition Management, Inc., or its subcontractors, except when such laborers are working or operating equipment under direct supervision of a supervisor designated by Gilbert Exposition Management, Inc., GEMS or its subcontractor.

3. Gilbert Exposition Management, Inc., GEMS and its subcontractors shall not be liable to any extent whatsoever for any actual, potential, or assumed loss of profits or revenues, or for any collateral costs which may result from any loss, injury or damage to an exhibitor’s material or personnel, which may make it impossible or impractical to exhibit exhibitor’s materials.

4. Claims for loss, injury or damage which are not submitted to Gilbert Exposition Management, Inc., GEMS, within thirty (30) days of the close of the Show on which the loss, injury or damage occurred shall be considered waived. No suit or action shall be brought against Gilbert Exposition Management, GEMS or its subcontractor more than one year after the accrual of the cause of action.

5. Gilbert Exposition Management, GEMS, will not be responsible for improper packing of exhibitor material and products or incorrect labeling if working under the supervision of the exhibitor.

6. Gilbert Exposition Management, Inc., GEMS will not be responsible for improperly packed or concealed damages to exhibits.

7. The placing of an order for the services or laborers and the use of equipment by an exhibitor, or any agent of the exhibitor shall be construed as an acceptance by such exhibitor or agent of terms and conditions set forth in Section 1 through 6 above.

EXHIBITING FIRM:  
Lisa Maag, Project Manager  
895 Central Florida Parkway  
Orlando, Florida 32824  
E-mail: lisa@gemsevents.com  
Phone: (407) 438-5002  
Fax: (407) 852-0286  

GEMS Discount Deadline  
MARCH 31, 2017
NON-OFFICIAL CONTRACTORS' RULES & REGULATIONS

Gilbert Exposition Management, Inc. (GEMS), has been selected as the Official Service Contractor and must be used for all material handling, furniture rental, signs, rigging, cleaning, and installation and dismantling of decorations.

A NON-OFFICIAL CONTRACTOR IS: Any individual who is not a full-time permanent employee of an exhibiting firm, who is providing a service to an exhibitor on-site, and does not represent one or more of the official contractors.

1. Each representative on a Non-Official Contractor must physically pick up, in person, an “Exhibit Crew” badge at the GEMS Exhibitor Service Center. If a representative of a Non-Official Contractor does not have any identification which verifies his/her employment by a Non-Official Contractor he/she must be accompanied to the GEMS exhibitor Service Center by a representative who has verifying identification.

2. These services shall not conflict with existing labor regulations or contracts, and in fulfilling his obligations, the representative of a Non-Official Contractor shall adhere to the regulations set up by the hall and Show management regarding entrance.

3. The representative of a Non-Official Contractor shall have a true and valid order for service from an Exhibitor in advance of the move-in date and shall not solicit business on the Show floor.

4. The representative of a Non-Official Contractor will share with the Official Service Contractor all reasonable costs related to his operation, including overtime pay for stewards, restoration of exhibit space to its initial condition, etc.

It is the responsibility of the Exhibitor to see that each representative of a Non-Official Contractor abides by the Official Rules & Regulations of this Exposition.

INTENT TO USE NON-OFFICIAL CONTRACTORS

A NON-OFFICIAL CONTRACTOR IS:

Any individual who is not a full-time permanent employee of an exhibiting firm, who is providing a service to an exhibitor on-site at the Show facility and does not represent on or more of the official contractors.

1. Exhibitors who choose to use a Non-Official Contractor must complete and sign this form. It must be received at Gilbert Exposition Management Services, Inc. (GEMS), no later than the Deadline Date. NO EXTENSIONS OR EXCEPTIONS WILL BE GRANTED AFTER THE OFFICIAL PUBLISHED DEADLINE.

2. The Non-Official Contractor must provide GEMS with a copy of valid “Certificate of Insurance.” This certificate must be received no later than the deadline date. NO EXTENSIONS OR EXCEPTIONS WILL BE GRANTED AFTER THE OFFICIAL PUBLISHED DEADLINE.

3. Failure to provide GEMS with items 1 and 2 above will result in said firms being required to hire installation and dismantling labor from GEMS. Non-Official Contractors will be able to provide supervision only.

All representatives of the Non-Official Contractor must obtain an “Exhibit Crew” badge at the GEMS Exhibitor Service Center.

IMPORTANT: It is the responsibility of each Exhibiting Firm who is utilizing a Non-Official Contractor to complete and return the following forms to GEMS no later than OCTOBER 7, 2015

- “INTENT TO USE NON-OFFICIAL CONTRACTORS” form, which is located on the following page of this manual.
- Liability “Certificate of Insurance” form which names Gilbert Exposition Management, Inc. (GEMS), as additionally insured for each Non-Official Contractor firm being utilized. (Note: The exhibitor-appointed contractor must maintain at least $1 million in Employer’s Liability, General Liability, Automobile Liability & Worker’s Compensation as required in the state the exposition is located.)

If both the “INTENT TO USE NON-OFFICIAL CONTRACTORS” form and “CERTIFICATE OF INSURANCE” are not supplied to GEMS by MARCH 31, 2017, then any representative of the Exhibiting Firm or Non-Official Contractor will be required to order labor from GEMS.

INTENT TO USE NON-OFFICIAL CONTRACTORS

NOTIFICATION DEADLINE: DATE

EXHIBITING FIRM: 

BOOTH #: 

AUTHORIZED NAME AND TITLE: 

AUTHORIZED SIGNATURE: 

FULL NAME OF NON-OFFICIAL CONTRACTOR: 

COMPLETE ADDRESS: 

CITY: 

STATE: 

ZIP CODE: 

AUTHORIZED NAME AND TITLE: 

AUTHORIZED SIGNATURE: 

PHONE NUMBER: 

FAX NUMBER: 

DIRECT PHONE NUMBER: 

TYPE OF SERVICE TO BE PERFORMED: 

Page 11

Lisa Maag, Project Manager

E-mail: lisa@gemsevents.com

895 Central Florida Parkway

Phone: (407) 438-5002

Orlando, Florida 32824

Fax: (407) 852-0286

GEMS Discount Deadline

MARCH 31, 2017
## ADDITIONAL FURNISHINGS & ACCESSORIES

### CHAIRS AND ACCESSORIES

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
<th>Discount Price</th>
<th>Standard Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Basic Side Chair</td>
<td>$40.75</td>
<td>$55.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Basic Black Stool with Back</td>
<td>$120.00</td>
<td>$135.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Literature Stand</td>
<td>$110.00</td>
<td>$137.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Waste Basket</td>
<td>$15.50</td>
<td>$21.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Easel, Chrome</td>
<td>$32.00</td>
<td>$39.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tack Board</td>
<td>$150.00</td>
<td>$175.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>42&quot; High Round Café Table</td>
<td>$175.00</td>
<td>$210.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bag Rack</td>
<td>$60.00</td>
<td>$80.00</td>
<td></td>
</tr>
</tbody>
</table>

### SPECIAL DRAPERY BACKGROUNDS—Ordered In 10’ Increments

- Indicate Color: ___Red       ___Blue       ___Black       ___Teal      ___Grey       ___White

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
<th>Discount Price</th>
<th>Standard Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3’ Drapery Installed, per linear foot</td>
<td>$9.25</td>
<td>$13.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8’ Drapery Installed, per linear foot</td>
<td>$12.00</td>
<td>$18.25</td>
<td></td>
</tr>
</tbody>
</table>

### DRAPED DISPLAY TABLES—30” High x 24” Wide

- Indicate Color: ___Red       ___Blue       ___Black       ___Teal      ___Grey       ___White       ___Burgundy

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
<th>Discount Price</th>
<th>Standard Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4’ Draped</td>
<td>$89.75</td>
<td>$115.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6’ Draped</td>
<td>$99.25</td>
<td>$138.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8’ Draped</td>
<td>$107.25</td>
<td>$154.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4th Side Draped</td>
<td>$22.00</td>
<td>$29.75</td>
<td></td>
</tr>
</tbody>
</table>

### DRAPED DISPLAY COUNTERS—42” High x 24” Wide

- Indicate Color: ___Red       ___Blue       ___Black       ___Teal      ___Grey       ___White       ___Burgundy

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
<th>Discount Price</th>
<th>Standard Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4’ Draped</td>
<td>$95.75</td>
<td>$129.25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6’ Draped</td>
<td>$108.75</td>
<td>$147.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8’ Draped</td>
<td>$120.50</td>
<td>$162.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4th Side Draped</td>
<td>$22.00</td>
<td>$29.75</td>
<td></td>
</tr>
</tbody>
</table>

### TABLE RISERS AND DRAPING

- Indicate Color: ___Red       ___Blue       ___Black       ___Teal      ___Grey       ___White       ___Burgundy

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
<th>Discount Price</th>
<th>Standard Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4’ x 10” x 12” Draped</td>
<td>$35.25</td>
<td>$47.50</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6’ x 10” x 12” Draped</td>
<td>$45.00</td>
<td>$60.75</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8’ x 10” x 12” Draped</td>
<td>$57.75</td>
<td>$78.00</td>
<td></td>
</tr>
</tbody>
</table>

**FOR ANY ADDITIONAL FURNISHINGS NOT LISTED ABOVE, PLEASE CONTACT YOUR PROJECT MANAGER AT GEMS FOR ORDERING AND PRICING DETAILS.**

**EXHIBITING FIRM:**

**BOOTH #:**

---

**GEMS Discount Deadline**

**MARCH 31, 2017**
GEMS RENTAL EXHIBITS ORDER FORM

ALL GEMS RENTAL EXHIBIT PACKAGES INCLUDE CHOOSE ONE:

____ One 30” gray round conference table 33” high and Two Chairs, One Wastebasket, Carpet, Installation and Dismantle Labor, Header Copy (in black)

____ One Black Café table 40” round and 42” high and Two barstools, One Wastebasket, Carpet Installation and Dismantle Labor, Header Copy (in black)

GEMS BASIC RENTAL

10’ Exhibit (Please indicate instructions for header below)
Choose 1: ___ Standard White Panels - $1,100.00  ___ Velcro Panel - $1,425.00*

*Indicate Velcro Color: ___ Black  ___ Silver

Indicate Carpet Color: ___ Blue  ___ Red  ___ Grey

Shelves Qty.________ Cost $65.00 each Subtotal $_________

Printable Graphic Sizes for Basic Rental (additional cost apply):

Header:
7” H x 110” L

Each Panel (3):
32” W x 8’ H

$205.00 per header or per panel

Please contact us at the number below if you would like us to quote graphics or email high resolution PDF or EPS files for review.

Subtotal $  

Tax @ 7% $  

Total $  

All rental orders received after the deadline date will be charged an additional 50%.

Standard Black on White Header to Read:

EXHIBITING FIRM:  BOOTH #: 

Gems
gilbert exposition management services
"...A Cut Above the Rest!"

Lisa Maag, Project Manager  E-mail: lisa@gemsevents.com
895 Central Florida Parkway  Phone: (407) 438-5002
Orlando, Florida  32824  Fax: (407) 852-0286
GEMS Discount Deadline  MARCH 31, 2017
**STANDARD CARPET ORDER**

CARPET - Carpet Ordered in Multiples are not Guaranteed a Color Match

<table>
<thead>
<tr>
<th>Description</th>
<th>Discount Price</th>
<th>Standard Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>10’ x 10’</td>
<td>$137.50</td>
<td>$175.50</td>
<td>$</td>
</tr>
<tr>
<td>10’ x 20’</td>
<td>$250.00</td>
<td>$326.75</td>
<td>$</td>
</tr>
<tr>
<td>10’ x 30’</td>
<td>$375.00</td>
<td>$490.00</td>
<td>$</td>
</tr>
<tr>
<td>10’ x 40’</td>
<td>$490.00</td>
<td>$653.50</td>
<td>$</td>
</tr>
<tr>
<td>Carpet Padding per 10’ space</td>
<td>$75.00 x _____</td>
<td>$95.00 x _____</td>
<td>$</td>
</tr>
</tbody>
</table>

**DELUXE & SPECIAL CUT CARPET ORDER**

Enhance the impression of your booth, plus enjoy the added choices of designer colors, by ordering our custom carpeting. It is available for one-time rental or outright purchase for use at further Shows at a very reasonable cost. Carpeting is 30 oz. stain-resistant Zeftron Nylon. Other colors may be available; please call the number below for additional colors and prices. Also consider foam padding for comfort and added luxury feeling.

<table>
<thead>
<tr>
<th>Carpet Color</th>
<th>Booth Size</th>
<th>X</th>
<th>Sq. Ft. @ $3.25/Sq. Ft.</th>
<th>$</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Carpet Color</th>
<th>Booth Size</th>
<th>X</th>
<th>Sq. Ft. @ $4.25/Sq. Ft.</th>
<th>$</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Carpet Color</th>
<th>Booth Size</th>
<th>X</th>
<th>Sq. Ft. @ $0.75/Sq. Ft.</th>
<th>$</th>
</tr>
</thead>
</table>

**EXHIBITING FIRM:**

<table>
<thead>
<tr>
<th>BOOTH #</th>
<th>Subtotal</th>
<th>Tax @ 7%</th>
<th>Total</th>
</tr>
</thead>
</table>
# FLORAL SERVICE ORDER FORM

(Call for Additional Information 407-438-5002 EXT 117)

<table>
<thead>
<tr>
<th>Description</th>
<th>Rate</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>__ Vacuum Booth Carpet—One time (Before exhibits open)</td>
<td>$0.40/sq. ft.</td>
<td>______ sq. ft. = ______</td>
<td>$</td>
</tr>
<tr>
<td>Vacuum Booth Carpet—Daily</td>
<td>$0.30/sq. ft.</td>
<td>______ sq. ft. X ______ days = ______</td>
<td>$</td>
</tr>
<tr>
<td>(Before exhibits open, and each morning before exhibits open)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indicate dates required: ___________________</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PORTER SERVICE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ Empty wastebaskets, police floor at 2 hour intervals.</td>
<td>$67.00 per day</td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Indicate dates required: ___________________</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Booth Cleaning Total** $  

**NOTE:** All rental carpets are clean upon delivery to your booth space. However, during set-up, the carpet can become soiled. We suggest that you order cleaning service at least once prior to the exhibit opening.

Please include any specific instructions:

---

Please retain one copy for your files

---

Lisa Maag, Project Manager  
E-mail: lisa@gemsevents.com  
Phone: (407) 438-5002  
Fax: (407) 852-0286

GEMS Discount Deadline  
MARCH 31, 2017
# SIGN ORDER FORM

## SHOWCARDS:

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Description</th>
<th>Discount Price</th>
<th>Standard Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>7” x 11”</td>
<td>$27.75</td>
<td>$48.75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7” x 44”</td>
<td>$36.86</td>
<td>$57.56</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14” x 22”</td>
<td>$37.36</td>
<td>$58.40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14” x 44”</td>
<td>$62.66</td>
<td>$100.07</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22” x 28”</td>
<td>$63.68</td>
<td>$101.40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28” x 44”</td>
<td>$81.94</td>
<td>$157.48</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40” x 60”</td>
<td>$179.63</td>
<td>$315.50</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## BANNERS:

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Description</th>
<th>Discount Price</th>
<th>Standard Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIGITAL BANNER</td>
<td>$15.00 psf</td>
<td>$24.00 psf</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

FORMULA: ____________________ X ____________________ = $________________

## ADDITIONAL SERVICES:

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Description</th>
<th>Discount Price</th>
<th>Standard Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARDBOARD EASEL</td>
<td>$7.25 per sign</td>
<td>$14.50 per sign</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LOGO SCAN</td>
<td>$49.00 per logo</td>
<td>$63.50 per logo</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*PLEASE CALL FOR GRAPHICS PRICING*

## SIGN SPECIFICATIONS (PLEASE INDICATE YOUR PREFERENCES):  

- **TEXT STYLE:** BLOCK, ROMAN, SCRIPT, CASUAL, SCHOOL  
- **PANEL STYLE:** VERTICAL, HORIZONTAL  
- **LETTER COLOR:**  
- **BACKGROUND COLOR:**

INDICATE SIGN COPY HERE (PLEASE PRINT):

**IMPORTANT NOTE:** Any in-house work needed to prepare non-digital art for production, or to correct digital files to a production ready state, is billed at $65.00 per hour with a one-half (1/2) hour minimum.

TOTAL OF ALL ITEMS ORDERED + 7% SALES TAX: $________
**ELECTRICAL SERVICE ORDER**

AMERICAN SMART REAL ESTATE, LLC  
240 Peachtree Street, N.W., Suite 2200  
Atlanta, Georgia 30303  
(Email: hclark@americasmart.com)  
Phone (404) 220-2244  
Fax (404) 220-2253  

LOCATION: BLDG 1  
BLDG 2  
BLDG 3  
FLOOR: ____________

---

**FULL NAME OF EVENT**  
**EVENT DATES**  
**BOOTH NO.**

---

**EXHIBITOR NAME**  
**PHONE**  
**FAX**

---

**ADDRESS**  
**CITY, STATE ZIP**  
**EMAIL ADDRESS**

---

**120-VOLT ELECTRICAL SERVICE SUPPLIED BY SINGLE OUTLET EXTENSION CORD**

<table>
<thead>
<tr>
<th>QUANTITY</th>
<th>DESCRIPTION: 120 VOLT SERVICE ONLY (LABOR INCLUDED)</th>
<th>ADVANCE RATE</th>
<th>FLOOR RATE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0-500 WATTS.</td>
<td>$85.00</td>
<td>$100.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>501-1000 WATTS.</td>
<td>$95.00</td>
<td>$110.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1001-1500 WATTS.</td>
<td>$105.00</td>
<td>$120.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1501-2000 WATTS.</td>
<td>$115.00</td>
<td>$130.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SINGLE OUTLET EXTENSION CORD. POWER NOT INCLUDED.</td>
<td>$125.00</td>
<td>$140.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MULTI – POWER STRIP. POWER NOT INCLUDED.</td>
<td>$135.00</td>
<td>$150.00</td>
<td></td>
</tr>
</tbody>
</table>

---

**208-VOLT ELECTRICAL SERVICE: SERVICE OVER 100 AMPS PRICED UPON REQUEST**

(MANDATORY LABOR CHARGE - PRICED UPON REQUEST; TRANSFORMERS AVAILABLE - PRICED UPON REQUEST)

<table>
<thead>
<tr>
<th>QUANTITY</th>
<th>DESCRIPTION</th>
<th>VOLTAGE</th>
<th>PHASE</th>
<th>NEUTRAL REQUIRED</th>
<th>1 PHASE</th>
<th>3 PHASE</th>
<th>1 PHASE</th>
<th>3 PHASE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>20 AMP………</td>
<td>100 AMP</td>
<td>40 AMP</td>
<td>60 AMP…………</td>
<td>$175.00</td>
<td>$255.00</td>
<td>$330.00</td>
<td>$485.00</td>
<td>$795.00</td>
</tr>
<tr>
<td></td>
<td>30 AMP………</td>
<td>100 AMP</td>
<td>40 AMP</td>
<td>60 AMP…………</td>
<td>$185.00</td>
<td>$265.00</td>
<td>$340.00</td>
<td>$500.00</td>
<td>$950.00</td>
</tr>
<tr>
<td></td>
<td>40 AMP………</td>
<td>100 AMP</td>
<td>40 AMP</td>
<td>60 AMP…………</td>
<td>$195.00</td>
<td>$275.00</td>
<td>$350.00</td>
<td>$550.00</td>
<td>$1,050.00</td>
</tr>
<tr>
<td></td>
<td>60 AMP………</td>
<td>100 AMP</td>
<td>40 AMP</td>
<td>60 AMP…………</td>
<td>$205.00</td>
<td>$285.00</td>
<td>$360.00</td>
<td>$600.00</td>
<td>$1,200.00</td>
</tr>
<tr>
<td></td>
<td>100 AMP………</td>
<td>100 AMP</td>
<td>40 AMP</td>
<td>60 AMP…………</td>
<td>$215.00</td>
<td>$295.00</td>
<td>$370.00</td>
<td>$650.00</td>
<td>$1,350.00</td>
</tr>
</tbody>
</table>

---

**FLOODLIGHTS: SERVICE CONNECTION FOR LIGHTS ONLY, NO OTHER USE AUTHORIZED**

<table>
<thead>
<tr>
<th>QUANTITY</th>
<th>DESCRIPTION: PLEASE INDICATE PLACEMENT</th>
<th>ADVANCE RATE</th>
<th>FLOOR RATE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PAR-38 LIGHT (EQUIVALENT TO A 90-WATT BULB)</td>
<td>$85.00</td>
<td>$100.00</td>
<td></td>
</tr>
</tbody>
</table>

---

**SPECIAL REQUIREMENTS – ELECTRICAL and MOTOR SERVICE CONNECTIONS:**

- **24 HOUR SERVICE REQUIRED?** ☐YES ☐NO  
  If yes, add 50% to service connection charge $ ____________

---

**LABOR: LABOR FOR ELECTRICAL WORK ON EQUIPMENT INCLUDING INSTALLING CORDS UNDER CARPET, REPAIRS, TRACING MALFUNCTIONS, ETC. WILL BE CHARGED IN ½ HOUR INCREMENTS (MINIMUM CHARGE – ½ HOUR)**

<table>
<thead>
<tr>
<th>QUANTITY</th>
<th>DESCRIPTION: MUST SUBMIT DESCRIPTION OF LABOR WITH ORDER</th>
<th>RATE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MONDAY – FRIDAY, 8:00 AM – 4:00 PM (except holidays)</td>
<td>$40.00 PER HR.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MONDAY – FRIDAY, 4:00 PM – 8:00 AM AND SATURDAY (except holidays)</td>
<td>$50.00 PER HR.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SUNDAY AND HOLIDAYS</td>
<td>$60.00 PER HR.</td>
<td></td>
</tr>
</tbody>
</table>

---

**TOTAL CHARGES: $ ____________**

---

**Payment Information:** Payment by check or money order payable to AmericasMart. All checks must be drawn on U.S. banks. A service charge of $20.00 will be assessed on all returned checks. Wire transfers for this service will not be accepted.

- **Check:**  
- **Money Order:**  
- **Credit Card:** VISA ☐ MasterCard ☐ (AMEX NOT ACCEPTED)

---

**Corporate Card:** ☐ Yes ☐ No  
**Cardholder Name (PRINT):** __________________________  
**Title:** __________________________

---

**Cardholder Billing Address:** __________________________ City: ________  
State: ________  Zip: ________

---

**Amount to Charge:** $ __________________________ (write in the exact amount to charge)

---

*I, the cardholder, authorize the amount specified above to be charged to my credit card for payment of electrical services. I agree that the above information is correct. I understand that this amount is non-refundable and non-transferable in the event of a cancellation.*

---

**Cardholder’s Signature (Required):** __________________________  
**Date:** __________________________
1. Advance orders must be received a minimum of fourteen (14) days prior to the Commencement Date of the Event.

2. Notification of cancellation must be received in writing a minimum of fourteen (14) days prior to the Commencement Date of the Event.

3. Payment in full must be rendered prior to the Commencement Date of the Event.

4. Credit will not be given for electrical service installed and not used.

5. All materials and equipment furnished by AmericasMart Real Estate, LLC for this service order shall remain AmericasMart Real Estate, LLC’s property and shall be removed ONLY by agents or employees of AmericasMart Real Estate, LLC at the close of the Event.

6. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner and do not include connecting equipment of special wiring. Requests for special services, including but not limited to, placing cords or relocating service (s) will include a labor charge.

7. Wall, column and permanent building utility outlets are not part of booth space and are not to be used by Exhibitors.

8. All equipment regardless of source of power must comply with federal, state and local laws, ordinances and safety codes.

9. Use of open clip sockets, latex or lamp cord wire, duplex or triplex attachment plugs in exhibits prohibited.

10. Prices based upon current wage rates and are subject to change without notice.

11. Under no circumstances shall anyone other than AmericasMart Real Estate, LLC agents or employees make electrical connections. Booths using any electrical or lighting services without payment received by AmericasMart will incur an additional $10.00 penalty fee.

12. Special equipment requiring engineers or technicians for assembly, servicing, preparatory work and operation may be executed without AmericasMart Real Estate, LLC agents or employees, however, all service connections and overload protections to such equipment must be made by AmericasMart Real Estate, LLC agents or employees only.

13. All equipment must be properly tagged and wired with complete information, including but not limited to, type of current, voltage, phase, cycle, horsepower, etc.

14. Electrical Power for lights and displays will be turned on one hour prior to show opening time and off at show closing time daily.

15. Unless otherwise directed, AmericasMart Real Estate, LLC agents or employees are authorized to cut floor coverings to permit installation of service.

16. All exhibitor’s cords must be of the 3 wire grounded type. All exposed noncurrent carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.

17. Requests for special voltage and/or other “Special Requirements” (see front page) must be received by AmericasMart Real Estate, LLC at least thirty (30) prior to scheduled exhibitor arrival and move-in.

**Questions regarding service should be directed to:**
Attention: Convention Services
240 Peachtree Street, N.W.
Atlanta, Georgia 30303
PHONE: (404)220-2244 FAX: (404)220-2253

18. Exhibitor shall indemnify AmericasMart Real Estate, LLC and AMC, Inc., their agents, representatives and employees and hold harmless from and against all loss, claims, actions, damages, or liability for personal injuries and/or property damage arising from or out of the work performed in connection with this Agreement.

19. Exhibitor agrees that AmericasMart Real Estate, LLC and AMC, Inc., their agents and employees shall not at any time or to any extent whatsoever be liable, responsible, or accountable for, and Exhibitor hereby releases AmericasMart Real Estate, LLC and AMC, Inc, their agents and employees, and waives all claims of Exhibitor, against AmericasMart Real Estate, LLC and AMC, Inc., their agents and employees for any injury, damage, theft or mysterious disappearance to Exhibitor’s property, equipment, merchandise or business, whether direct or indirect, caused by or arising out of the work performed in connection with this Agreement.

---

**STANDARD ELECTRICAL SERVICE AVAILABLE**
120 VOLT, A.C., SINGLE PHASE 60 CYCLE
208 VOLT, A.C., SINGLE PHASE 60 CYCLE
208 VOLT, A.C., THREE PHASE 60 CYCLE
SPECIAL VOLTAGE AVAILABLE ON REQUEST

**SHOW GENERAL LOCATION OF OUTLETS IN BOOTH**
INDICATE BOOTH DIMENSIONS AND AISLE NUMBER

<table>
<thead>
<tr>
<th>L</th>
<th>REAR</th>
<th>R</th>
<th>A</th>
<th>AISLE#</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td></td>
<td>I</td>
<td>I</td>
<td></td>
<td>I</td>
</tr>
<tr>
<td>F</td>
<td>STANDARD BOOTH</td>
<td>G</td>
<td>S</td>
<td>S</td>
<td>ISLAND BOOTH</td>
</tr>
<tr>
<td>T</td>
<td>H</td>
<td>L</td>
<td>L</td>
<td>T</td>
<td>E</td>
</tr>
<tr>
<td>Aisle#</td>
<td>#</td>
<td>ISLAND</td>
<td>#</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For AMC, Inc. Use, Only
Initiated:__________________________
Completed By:_____________________
Checked By:______________________
Computer Input:__________________
Remarks:__________________________

---

**In the event Exhibitor fails to pay any amount hereunder as and when the same is due and payable, AMC shall be entitled to, and Exhibitor agrees to pay, interest on such unpaid amount at the same rate of eighteen percent (18%) per annum, together with all costs incurred by AMC in collecting such amounts, including without limitation, AMC’s administrative costs (not to exceed five percent (5%) of the amount collected, and AMC’s Actual attorneys’ fees.**
Event Name: ___________________________ Event Dates: ___________________________

AmericasMart Building: ___ ___ ___ ___ Floor: ____________ Space Number: ____________

CUSTOMER CONTACT INFORMATION

Contact Name: ___________________________ Company Name: ___________________________

Billing Address: ___________________________ State: ____________ Zip: ____________

City: ___________________________ State: ____________ Zip: ____________

Business Phone: ____________ Fax: ____________

Email Address: ___________________________ Onsite Cell: ___________________________

WIRELESS INTERNET & NETWORK SERVICES

Wireless Internet Access is available on all convention, meeting, and events floors. There is a free service offering or additional service can be purchased once onsite. Simply connect to the wireless network AmericasMart once you are onsite and follow the instructions provided on the splash page. If you need to pre-purchase service for attendees or staff, please contact (404) 220-3003 or email telecomm@americasmart.com. If you require a dedicated, wired connection, please order one of the services below.

<table>
<thead>
<tr>
<th>TELECOMMUNICATION SERVICES</th>
<th>RATE</th>
<th>QUANTITY</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>STANDARD BUSINESS LINE (allows local, toll free, and calling card calls, a credit card must be supplied for long distance service to be provided)</td>
<td>$ 200.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INSTALLATION FEE ($125.00 PER LINE ORDERED)</td>
<td>$ 125.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SUBTOTAL TELECOMMUNICATION SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calling Service (Select One): Local, Toll Free, &amp; Calling Cards Only</td>
</tr>
</tbody>
</table>

Phone sets are available at the AmericasMart Service Desk. A refundable deposit of $75 is required (PAYABLE ON-SITE ONLY). The deposit is refunded upon return of the phone set at the end of the event/show. Customers may provide phone sets, but they must provide their own fax machine or credit card machine.

<table>
<thead>
<tr>
<th>INTERNET &amp; NETWORK SERVICES (download speed / upload speed)</th>
<th>RATE</th>
<th>QUANTITY</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhanced Internet 6.0Mbps / 1.5Mbps</td>
<td>$ 335.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enterprise Internet 10.0Mbps / 1.75Mbps</td>
<td>$ 660.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extreme Internet 16.0Mbps / 2.0Mbps</td>
<td>$ 1,350.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ultimate Internet 30.0Mbps / 10.0Mbps</td>
<td>$ 1,850.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PUBLIC IP ADDRESS</td>
<td>$ 100.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INSTALLATION FEE ($125.00 PER LINE ORDERED)</td>
<td>$ 125.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| SUBTOTAL INTERNET & NETWORK SERVICES |

Customer is responsible for supplying Laptop or PC equipped with a Network adapter with RJ-45 connector. Customer also responsible for ordering the necessary electrical services. Your modem & IP information will be provided prior to or upon arrival. Please contact the Help Desk at 404-220-3003 if you need assistance.

| EXPEDITE FEE - ONLY IF ORDER IS RECEIVED AFTER DEADLINE* | $ 100.00 |

TOTAL TELECOMMUNICATION AND INTERNET & NETWORK SERVICES

*IMPORTANT NOTE: Orders must be received within two (2) weeks of the requested installation date. Any orders received after the deadline date will be charged an expedite fee. There are no refunds.

Interested in a technology service not on this order form? Please call our Help Desk at (404) 220-3003 and we will try to accommodate your request.

I have read and understand the Client Service Agreement, and I authorize these services to be ordered.

Authorized Signature: ___________________________ Date: ___________________________
CLIENT SERVICE AGREEMENT

General Terms & Conditions
Any individual or entity receiving any product or service from AMC, Inc. as managing agent for AmericasMart-Atlanta ("AmericasMart") shall hereafter be referred to as Client. By accepting products and/or services provided by AmericasMart, Client agrees to observe and abide by all of the provisions, terms, and requirements specified in this document.

Billing
AmericasMart shall bill Client for Services at the published rate prior to services rendered. If Client fails to return the modem and/or analog phone set on the disconnect date, AmericasMart shall bill client a lost modem fee and/or lost phone set fee.

Disclaimer of Liability
Client acknowledges that AmericasMart makes no warranty of any kind, expressed or implied, regarding the reliability or suitability for a particular purpose of its services. AmericasMart disclaims any warranty of merchantability or fitness for a particular purpose. Client acknowledges and understands that AmericasMart exercises no control over the nature, content, or reliability of the information delivered to Client from the Internet via AmericasMart. Client acknowledges that AmericasMart is not liable for any errors or interruption in Internet access service provided to Client, whether within or outside the control of AmericasMart. Under no circumstances shall AmericasMart be held responsible for damages or loss suffered by Client, including but not limited to, special, incidental, consequential, or punitive damages, as a result of Client’s or AmericasMart’s or a third party’s negligence, fault, misconduct, or failure to perform. Client acknowledges that Internet access service may be temporarily unavailable for scheduled or unscheduled maintenance, and for other reasons within and outside the control of AmericasMart. Under no circumstances do any such errors, loss, delays, loss of information, or interruptions in service nullify or modify this agreement or any other agreement or contract entered into by AmericasMart and Client. AmericasMart reserves the right to refuse or terminate service to Client at any time.

Client Responsibility
Client is responsible for protecting all account passwords and for any authorized or unauthorized use made of Client’s account. Client agrees to comply with the rules appropriate to any network to which Client may gain access via the services of AmericasMart. Client acknowledges that any proprietary, confidential, or otherwise valuable information that Client desires to keep confidential should not be transmitted over any part of the Internet without encryption, nor reside without firewall protection on computers connected to the Internet. Client will not transmit or make available to the Internet any material that is illegal, libelous, tortuous, or likely to result in action against AmericasMart or its clients. Client agrees that under no circumstances will the Client use AmericasMart’s equipment and/or electronic mail addresses in connection with the sending of unsolicited electronic mail messages, commercial or otherwise, including, but not limited to, the sending of unsolicited mass mailings from another service which in any way implicates the use of AmericasMart’s service, equipment or any AmericasMart electronic mail address.

Refunds/Collections
There are no refunds. All payments are non-refundable. Defective hardware will be replaced within one (1) day of notification. In the event Exhibitor fails to pay any amount hereunder as and when the same is due and payable, AmericasMart shall be entitled to, and Exhibitor agrees to pay, interest on such unpaid amount at the same rate of eighteen percent (18%) per annum, together with all costs incurred by AmericasMart in collecting such amounts, including without limitation, AmericasMart’s administrative costs (not to exceed five percent (5%) of the amount collected, and AmericasMart’s actual attorney’s fees.

Installation Support
AmericasMart shall provide support to the customer to establish dedicated connectivity between the Modem supplied and configured by AmericasMart and the Internet. AmericasMart may supply a public IP address to customer for an additional charge of $100.00 per public IP which may be used to connect from the Internet. AmericasMart does not guarantee phone number, until the services have been connected and/or installed.

PAYMENT INFORMATION

<table>
<thead>
<tr>
<th>Company Name:</th>
<th>Cardholder:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card (MasterCard or Visa ONLY):</td>
<td></td>
</tr>
<tr>
<td>☐ MasterCard</td>
<td>☐ Visa</td>
</tr>
<tr>
<td>Corporate Card:</td>
<td></td>
</tr>
<tr>
<td>☐ Yes</td>
<td>☐ No</td>
</tr>
<tr>
<td>Card Number:</td>
<td>3 Digit Security Code:</td>
</tr>
</tbody>
</table>

Amount to Charge (Write in the exact amount to charge): $

I, the cardholder, authorize the amount specified above to be charged to my credit card for payment of telecommunication and/or internet & network services. I agree that the above information is correct. I understand that this amount is non-refundable and non-transferable even in the event of a cancellation.

Cardholder’s Signature | Date

Printed Name | Title

Revised 01/31/2012