



RPM CompleteXPO Services

Meeting The Needs of Today's Events!

411 W. Lake Brantley Rd., Altamonte Springs, FL 32714
Phone 407-786-EXPO (3976) • Fax 407-786-3977
E-Mail: info@completexpo.com



October 28th-29th, 2009
Baltimore Convention Center
Baltimore, Maryland

Payment Policies

• Payment Options

RPM CompleteXPO Services, the official general service contractor for **NeoCon East 2009**, 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 RPM CompleteXPO Services, in advance, to guarantee payment. Please make all checks payable to: **RPM CompleteXPO Services**.

• Wire Transfer in U.S. Funds

- Address to: Bank of America
Routing # 061000052 Account # 003284829332 Bank of America Swift Code: BOFAUS3N
- 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, RPM CompleteXPO Services will charge the following fees:
 - **Domestic incoming wire transfer fee: \$25.00**
 - **International incoming wire transfer fee: \$35.00**

• 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 RPM CompleteXPO Services and/or RPM 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 be in effect, your order must be received by the Return Deadline Date of October 9, 2009, 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 RPM 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.

Invoices will be distributed on the last day of the show. If you have any questions or concerns in regard to your charges for in-bound 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, RPM 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, RPM 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 RPM CompleteXPO Services.