



# EXHIBITOR SERVICE MANUAL

**Miami Beach Convention Center**  
**Halls A - D**  
**July 12 - 14, 2024**

## Online Marketplace

**Expo Convention Contractors** has been chosen as the Official Service Contractor for the **2024 Florida SuperCon**.

We are prepared to assist you in every way possible to ensure a successful marketing presentation for your company. Expo has an online marketplace that provides an easy way for you to order all of your show services. Our system is user friendly and visually driven, making it easy to navigate.

You still have the option to download the PDF Exhibitor Manual, but you must first log in to the online marketplace. Below are instructions for how you can access our online marketplace or download your PDF Exhibitor Manual.

- Once you have successfully registered for a booth with the show manager, Expo will receive your contact information. We will then email you a unique temporary password, as well as link to our storefront (<https://expocci.boomerecommerce.com/>).
- When you log in for the first time, you will be prompted to update your password, keeping your order and payment information confidential and accessible only to you. If you were an exhibitor last year or have logged into our storefront before, your password will be whatever you changed it to the last time you logged in. You always have the option to reset your password from the login page.
- After you have logged in, you will be directed to your Event Homepage. Here you will find important show dates and times, booth equipment, shipping deadlines and shipping addresses.
- From your Event Homepage, you will also notice a menu on your left hand side. From these menu options you can start shopping to place your order online, print shipping labels, access subcontractor forms and download your PDF Exhibitor Manual.
- Freight shipments will incur a material handling charge. Please see the Shipping Information section of the online marketplace for posted rates. By having a credit card on file prior to move-in, Expo can deliver your shipment to your booth space in a timely manner.
- All remaining balances are to be paid prior to the show. If you have an open balance after the show has closed, a 25% administrative charge will be accessed to your invoice.
- **Please pay special attention to the deadline dates for placing your order and shipping your booth materials. The deadline date to receive Advance Warehouse freight is Friday, July 5, 2024 and Direct to Show shipments will be accepted on Wednesday, July 10, 2024.**
- Please call our Exhibitor Service Department if you need assistance. We're here to help! You can reach us at (305) 751.1234 or by email at [info@expocci.com](mailto:info@expocci.com)

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**A CUSTOM  
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TO AND FROM  
A TRADESHOW?**



**e** LOGISTICS

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ALL ORDERS CAN ALSO BE PLACED THROUGH OUR SECURE  
ONLINE PORTAL (<https://expocci.boomerecommerce.com>)

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check the completed pages

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## Payment Policy

**NO SERVICES WILL BE RENDERED UNTIL THIS DOCUMENT IS COMPLETED, SIGNED AND RETURNED TO EXPO.**

### ADVANCE AND/OR FLOOR ORDERS

All Orders require ADVANCE PAYMENT for initial estimate of charges for services AND a VALID CREDIT CARD with proper authorization be provided to ExpoCCI. You may prepay with a check written on your company, but a credit card is required by ExpoCCI to ensure any unexpected charges, such as additional freight, clean-up costs, etc., are paid at the time the Show closes.

### THIRD PARTY ORDERS

If you choose to contract work to a Display or Exhibit house/company and/or require services from EXPO, the Payment Policy presented above shall apply. ExpoCCI must be notified, in writing, a non-official contractor form and COI must be submitted, from exhibiting company of any other display or exhibit company involved in the set up or breakdown of exhibits. The exhibiting firm is ultimately responsible for payment of all costs incurred on its behalf. If a third party is to be invoiced for certain items or services, please complete and submit Expo's Third Party Payment Policy prior to placing order.

### DRAYAGE TO WAREHOUSE OR SHOW SITE AND/OR LABOR

ExpoCCI's Payment Policy must be adhered to by Exhibitor prior to any freight being shipped to ExpoCCI. All charges for freight, assembling, disassembling, shipping, handling and any other must be prepaid. If adjustments or additional charges are required at Show Close, they will be charged to the enclosed Credit Card provided, unless Exhibitor provides an additional form of payment prior to the charge being processed. ExpoCCI is not responsible for any damage or loss of your freight, **please secure round trip insurance from your company insurance carrier.**

### ALL CHARGES

All charges/costs requested by Exhibitor MUST be PAID IN FULL before services are rendered, and any adjustment and/or additional charges must be paid by Show Close. Such costs will be charged to Exhibitor's credit card provided unless prior arrangements have been made. All checks must be drawn on a U.S. bank, and there will be a minimum charge of \$39 for each NSF check written to ExpoCCI.

### ADJUSTMENTS/REFUNDS

Exhibitors are responsible for ensuring services are rendered as ordered prior to the Show opening. All requests for adjustments must be made on site prior to the Show's closing. ExpoCCI will not be responsible for adjustments after the Show closes unless prior arrangements have been agreed to in writing by ExpoCCI. **Refunds:** A 6% processing fee will be added to all orders prior to refunding a credit balance of any type.

### SALES TAX

Applicable city, county and state sales tax will apply. If any Exhibitor is exempt from paying sales tax, it is the Exhibitor's responsibility to provide ExpoCCI with its tax exempt certificate prior to orders being processed. If not provided and exhibitors requests tax to be removed a 6% processing fee will apply before refund.

### CANCELLATION POLICY

**On-site exchanges/cancellations of any orders/furnishings will be assessed a 100% pick-up fee.** In the event of a natural disaster, acts of God or terrorists, which result in the cancellation of this event, ExpoCCI will be entitled to a fee equal to the percentage of work completed by ExpoCCI. This percentage will be determined solely by ExpoCCI. In the event the deposit received exceeds the percentage of work completed, ExpoCCI will refund the excess deposit.

### COLLECTION POLICY

In the event this contract is turned over to an attorney for collection or dispute, ExpoCCI will be entitled to reasonable attorney fees.

**Return via fax 305-751-1298 or email [info@expocci.com](mailto:info@expocci.com) We accept American Express, Visa, MasterCard and Discover for your convenience. No checks will be accepted at show site.**

Exhibitor:	Contact name:	Booth #:
Address:		
City:	State:	Zip:
Phone:		Email:
Credit Card Used For Payment: No.:		Expires:
Security Code:	(The 3 numbers on back of card or for Amex the 4 numbers on the front)	
Billing Address for credit card:		
City:	State:	ZIP CODE:
Credit Card Holder (Print Name as it appears on card):		
Card Holder Signature:		

\*\*\*\*\*Cardholder hereby authorizes EXPO to charge credit card described herein for all charges incurred by Exhibitor and has read, understands, and agrees to all forms in the exhibitor manual and agrees to pay all charges as described in Cardholder Agreement. All estimated charges must be paid in ADVANCE, AND a valid credit card must be on file with EXPO authorizing payment for modified and/or additional charges. All Charges must be paid by end of Show.

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## Terms and Conditions

### PAYMENT POLICY:

**Show Site Orders:** Services ordered at show site will require full payment at the time the order is placed. Purchase orders may not be used in lieu of payment.

Regular prices will apply to all show site orders. Floor orders are limited to availability.

**Third Party Orders:** If you contract your work to a display or exhibit house and require services from ExpoCCI, the payment policy stated above applies. Please pass this information on to them. A Third Party Payment form must be completed and submitted three weeks prior to show opening. Ultimately, the exhibitor is responsible for payment if the third party's payment is declined.

**Invoices:** Prior to close of show, an Invoice will be prepared and delivered to your booth for your review. Credits will be issued at show site only. If you have any questions, or want to pay your invoice by check or cash, please see our customer service representatives at the service desk on site.

**Charges:** All charges, regardless of amount, must be paid in full by cash, check or credit card. If credit card method is used, please ensure that the card limits are high enough to cover your expected charges.

**Past Due Accounts:** The Exhibitor understands that there will be a 10% monthly (120% per year) finance charge on past due accounts and agrees to pay all costs incurred by ExpoCCI, while endeavoring to collect this account.

**Outbound Services:** All outbound services will be processed on your credit card. A copy of the receipt and invoice will be emailed within 10 days of the close of the show.

**International Customers:** International customers must pay for all services in U.S. funds. A \$50 service charge will be added for processing checks or wire transfers drawn on foreign banks.

**U.S. Wire Transfers:** A \$30 service charge will be added for processing U.S. wire transfers. Please complete the wire transfer portion of the Payment Authorization form. The credit card portion of the form must still be completed before your order will be processed.

**Tax Exempt Status:** If you are tax exempt in the state where the show is held, a copy of the certificate must accompany your order.

**Rental Responsibility:** All materials are on a rental basis and shall remain the property of ExpoCCI. The customer shall be held financially responsible for any damage to ExpoCCI equipment used by the customer.

**Price Quotes:** Prices quoted are for the duration of the show and include installation, rental, and removal, except where indicated.

**Default Colors:** If skirting and carpet colors are not selected, show colors will prevail.

**Exchanges and Cancellations:** On-site exchanges and cancellations of any orders/furnishings will be assessed a 100% pick-up fee.

**Refunds:** A 6% processing fee will be added to all orders prior to refunding a credit balance of any type, all credits will be done post show.

**ExpoCCI charges a 3% convenience fee for payments using a credit or debit card. This convenience fee is a charge in addition to the original transaction amount for the convenience of being able to use an alternate payment method. The fee will not apply to ACH and Wire payments and the same will be removed once processed. However, wire transfers must include an additional \$30.00 for domestic and \$50.00 for international bank fees.**

### DEFINITIONS AND EXPO RESPONSIBILITIES:

The name "ExpoCCI" shall be construed within the meaning of this contract as Expo Convention Contractors and its employees, officers, agents, and assigns including any subcontractors ExpoCCI may appoint. The term "exhibitor" refers to any party who contracts for services with ExpoCCI. ExpoCCI shall be responsible only for those services which it directly provides, and hereby agrees to execute its contracted duties in good faith. ExpoCCI assumes no responsibility for any person, parties, or other contracting firms not under ExpoCCI's direct supervision and control. ExpoCCI shall not be responsible for loss, delay or damage due to strikes, lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failures, acts of terrorism or war, or any other causes beyond ExpoCCI's reasonable control; or for ordinary wear and tear in the handling of materials. Due to the security and liability requirements, ExpoCCI personnel will unload all vendor materials from the loading docks to the booths. We do not allow POV's to unload at the docks. POV's may ground load only.

### INDEMNIFICATION:

The exhibitor agrees to indemnify, forever hold harmless and defend ExpoCCI and its employees, officers and agents from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgments, and expenses on account of personal injury or death, damage to or loss of property or profits arising out of, or contributed to by any of the following: (1) exhibitor's negligent supervision of any labor secured through ExpoCCI or the negligent supervision of such labor by any of the exhibitor's employees, agents, representative, invitees, and/or exhibitor appointed contractor (EAC); (2) exhibitor's negligence, willful misconduct, or deliberate act, or such actions of exhibitor's employees, agents, invitees, representatives, or EACs at the show to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration or negligent handling of ExpoCCI equipment; or (3) exhibitor's violation of Federal, State or Local ordinance; or violation of show regulations and/or rules as published by the Facility and/or Show Management.

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## Terms and Conditions

### CLAIM(S) FOR LOSS AND PAYMENT FOR SERVICES:

Exhibitor agrees that any and all claims for loss or damage shall be submitted to ExpoCCI prior to the conclusion of the show when alleged loss or damage occurred prior to that time, and in all cases within 30 days of the conclusion of the show. For claim reporting purposes, the “conclusion” of the show shall be construed as the end of the day on which exhibitor must vacate the show site. All claims reported after the 30-day period will be rejected. In no event shall a suit or action be brought against ExpoCCI more than one year after the date that loss or damage occurred. Payment for services may not be withheld. In the event of any dispute between ExpoCCI and the exhibitor relative to any loss or damage claim, the exhibitor shall not be entitled to, and shall not withhold payment for ExpoCCI services as an offset against the amount of the alleged loss or damage. Any claim against ExpoCCI shall be considered a separate transaction and shall be resolved on its own merit.

### EXPO'S LIMITS OF LIABILITY:

If found liable for any loss or damage, ExpoCCI's sole and maximum liability for loss or damage to exhibitor's materials will be limited to the repair or replacement with like kind and quantity, subject to a dollar amount not to exceed \$5.00 (five dollars) per pound based on the weight of the articles for which ExpoCCI specifically acknowledges receipt in writing. ExpoCCI shall in no event be liable for collateral, exemplary, indirect costs or damages, or loss of sales resulting from, or related to, a claim for loss of or damage to material.

### INBOUND AND OUTBOUND SHIPMENTS:

Consistent with trade show industry practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of the exhibitor or his representative. During such time, the materials will be left unattended. ExpoCCI is not, and cannot be, responsible for loss, damage, theft, or disappearances of exhibitor's materials after same have been delivered to the exhibitor's booth. Similarly, there may be a lapse of time between the completion of packing and the actual pick up of exhibitor's materials from the booth for loading onto a carrier. During such time, the materials will be left unattended. ExpoCCI shall not be responsible for loss, damage, theft, or disappearance of exhibitor's materials before same have been picked up for loading after the show. All materials will be checked at the booth at the time of loading using document(s) submitted by the exhibitor and notations of exceptions to conditions of materials, or piece counts will be made on said document. ExpoCCI assumes no responsibility for loss, damage, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's appointed carrier or agent for transportation after the show. ExpoCCI loads materials onto the carrier's truck under the supervision of the carrier driver who checks and signs for the materials. ExpoCCI assumes no liability for any materials after the carrier assumes custody of materials. If exhibitor's designated carrier fails to show by the moveout deadline after a show, ExpoCCI shall have the authority to route exhibitor's shipment via an alternate carrier, or return shipment to a local warehouse for disposition at exhibitor's expense.

Based on show move-in/moveout schedule and/or late driver check-in, an overtime surcharge per occurrence applies to shipments handled at show site during overtime hours. Your advance warehouse shipments may be received during straight time, but due to scheduling conflicts beyond ExpoCCI's control may be moved into the exhibit hall on overtime. Drivers picking up outbound shipments will be sequenced for loading ONLY after a bill of lading is submitted to the ExpoCCI Service Desk.

### PACKAGING, CRATES AND EMPTY CONTAINERS:

ExpoCCI shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped, or shrink-wrapped materials. ExpoCCI shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. ExpoCCI shall not be responsible for crates and packaging unsuitable for handling, partially assembled, or having prior damage. Affixing “Empty” storage labels to containers is the sole responsibility of the exhibitor or his representative. All previous labels should be removed. ExpoCCI assumes no responsibility for removal or misdelivery of containers with old labels or incorrect information on labels or for loss or damage to materials stored in containers labeled “empty”.

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Discount deadline:  
June 28, 2024

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## Third Party Payment

**THIS FORM IS TO BE FILLED OUT ONLY IF YOU HAVE HIRED A THIRD PARTY TO SET UP YOUR BOOTH.**

### THIRD PARTY PAYMENT CONDITIONS

This form must be completed and signed by BOTH PARTIES and returned to EXPO prior to placing any orders. If there is any doubt which party is to be invoiced for a service, the exhibiting firm accepts responsibility for payment. The exhibiting firm is ultimately responsible for payment of all charges by show conclusion. If charges have been billed to the wrong party and EXPO was not provided with the completed Third Party Payment Policy prior to the order being placed, any refund must be settled between the exhibiting firm and third party.

### PLEASE INDICATE WHICH ITEMS/SERVICES ARE TO BE INVOICED TO THE THIRD PARTY:

All Expo Services	Booth Cleaning	Booth Labor
Freight Handling	Furniture/Carpet	Other (Specify)

We understand and agree that we, the exhibiting firm, are ultimately responsible for payment of charges incurred. In the event the third party named below does not make payment, such charges will be presented to the exhibiting firm, and exhibiting firm will make payment to Expo prior to the close of the show. (Signature required below.)

Authorized Firm Representative Signature:

We accept American Express, Visa, MasterCard and Discover Card for your convenience. A non-official contractor form and COI must accompany the Third Party Payment form.

### EXHIBITING COMPANY

Exhibiting Company: \_\_\_\_\_ Booth #: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Country: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Email: \_\_\_\_\_ Contact/s: \_\_\_\_\_  
 Credit Card Used For Payment: No.: \_\_\_\_\_ Expires: \_\_\_\_\_  
 Security Code: \_\_\_\_\_ [The 3 numbers on back of card or for Amex the 4 numbers on the front]  
 Billing Address for credit card: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_  
 Credit Card Holder (Print Name): \_\_\_\_\_ Card Holder Signature: \_\_\_\_\_

\*\*\*\*\*Cardholder hereby authorizes EXPO to charge credit card described herein for all charges incurred by Exhibitor and has read, understands, and agrees to all forms in the exhibitor manual and agrees to pay all charges as described in Cardholder Agreement. All estimated charges must be paid in ADVANCE, AND a valid credit card must be on file with EXPO authorizing payment for modified and/or additional charges. All Charges must be paid by end of Show. **On-site exchanges/cancelations of any orders/furnishings will be assessed a 100% pick-up fee.**

### THIRD PARTY

Exhibiting Company: \_\_\_\_\_ Booth #: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Country: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Email: \_\_\_\_\_ Contact/s: \_\_\_\_\_  
 Credit Card Used For Payment: No.: \_\_\_\_\_ Expires: \_\_\_\_\_  
 Security Code: \_\_\_\_\_ [The 3 numbers on back of card or for Amex the 4 numbers on the front]  
 Billing Address for credit card: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_  
 Credit Card Holder (Print Name): \_\_\_\_\_ Card Holder Signature: \_\_\_\_\_

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## Labor

LABOR INFORMATION			Discount Price	Standard Price
Straight Time	Monday - Friday	8:00 am - 4:30 pm	\$79.50	\$99.50
Over Time	Monday - Friday	4:30 pm - 8:00 am	\$119.50	\$149.00
	Saturday - Sunday	All Day		
Double Time	Holidays	All Day	\$159.00	\$199.50

Expo Supervisory Fee is 30% of total cost or \$60.00, whichever is greater.

**Please note**  
 - Hours are based on estimates, you will be invoiced for actual time incurred.  
 - Requested times are not guaranteed and are based on availability.  
 - Minimum one hour will be charged. Additional time will be billed in half-hour increments.  
 - If Labor order is cancelled within 24 hours of scheduled services, total charges will be assessed.

Is Labor for assembling sign for hanging?	YES	NO
Is Labor for laying your own carpet?	YES	NO

### Installation

Your Supervisor's name: Cell phone #:				Expo supervision?		
				YES		NO
Date	Start Time	Number of Men	Hours per Man	Rate	Expo Supervision Cost	Estimated Cost

### Dismantle

Your Supervisor's name: Cell phone #:				Expo supervision?		
				YES		NO
Date	Start Time	Number of Men	Hours per Man	Rate	Expo Supervision Cost	Estimated Cost

Please complete this section if you have chosen EXPO to supervise your installation and/or dismantling.

#### Set up information for installation

Please check all that apply and provide information where requested:

Booth Size: X  
 Forklift required: YES NO  
 Carpet is? OWNED RENTED FROM EXPO  
 Carpet padding? YES NO  
 Drawings FAXED TO EXPO SHIPPED W/EXHIBIT CRATES

#### Inbound Freight Information

Carrier Company Name:  
 # of pieces: Weight of shipment  
 is Shipment?: Crated Uncrated  
 Tracking/Pro#: Estimated arrival date:  
 Shipment to arrive at: Warehouse Show site

#### Electrical Information

Electrical should go under the carpet (diagram is attached)  
 Electrical drawings are attached  
 Electrical drawings are with exhibit in crate number  
 Electrical drawings were sent to the official contractor

#### Inbound Freight Information

Carrier Company Name:  
 Delivery Shipment to:  
 Address:  
 City-State-Zip:  
 Type of service (air, vanline, ground, etc)

If for any reason your shipment is not picked up by your carrier, please choose one of the following options.  
 (Initial beside preferred option)  
 Force Freight through EXPO's preferred carrier:  
 Send shipment back to EXPO warehouse: (\$50.00 min. fee.)

#### Services you have ordered (please check all that apply)

Electrical Booth Furniture  
 Cleaning Telephone/ Internet  
 A/V Equipment

Company Name: Booth #:  
 Please return via fax along with payment policy form 305-751-1298 or email to [info@expocci.com](mailto:info@expocci.com)

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