

1. The NOENMCC is the exclusive provider for the following services: electrical, internet, plumbing (compressed air, water, drain and natural gas) and telephone.
2. Orders should be placed through our online ordering portal. We offer a three-tiered pricing system: **advanced** - 21 days prior to the first contracted event move-in day, **standard** – 20 days in until the first contracted move-in date & **on site** – effective on the first contracted move-in date. See your event's exhibitor kit pricing documents for specific dates. Hard copies of orders (faxed, emailed or mailed) are subject to a manual processing fee.
3. Revisions or additions to orders must be submitted in writing and are processed at the prevailing rate.
4. A scaled diagram indicating service location(s), orientation, and neighboring booths/aisles must accompany all orders. If no location is provided, service will be installed in the rear center of the booth. Labor charges will apply to relocate the service.
5. Payment in full must accompany all orders. Rates are based on when payment is received and not postmarked.
6. Additional service charges and labor charges may be assessed for installation. Payment must be rendered in FULL when billed during the event. Service may be interrupted if payment is not received.
7. Exhibitors using a third-party agent (EAC, etc.) is ultimately financially responsible for all NOENMCC provided services.
8. The NOENMCC requires 100% pre-payment of services. All orders or services placed on site must be paid prior to the close of the event. Any unpaid balances will incur a finance charge.
9. All service issues must be reported to the NOENMCC Service Desk prior to the close of the event.
10. Claims will not be considered unless filed **in writing** by exhibitor prior to close of event.
11. Credit will not be given for service installed and not used.
12. **There is a 10% charge to change and reprocess the method of payment submitted for an account.**
13. **Cancellation – All cancellations must be submitted in writing. Cancellation requests up to 8 days before the first contracted event move-in will incur a \$50 administrative fee. Cancellation requests within 7 days of the first contracted event move-in day will receive a 50% refund. No refund will be applied to orders canceled once the first event contracted move-in occurs.**

Accepted Methods of Payment

Credit Cards – NOENMCC accepts all major credit cards. There is a 3% convenience fee applied to all credit card payments. Please complete our Payment Authorization form if you would like your credit card on file for any additional charges.

Company Check – An electronic check may be used to place your online order. Checks submitted as hard copy payments must accompany the order and be received, not postmarked, by the advanced rate deadline to receive that rate. Checks must be in US dollars and drawn from a US bank. Please make company checks payable to NOENMCC and include event name, booth name and company name (if different from how it appears on your check). **Personal checks are not accepted.**

Electronic Transfer Funds (Wire & ACH) – NOENMCC accepts wire transfers and ACH payments. Payment must be cleared, not sent, by the advanced rate deadline to receive that rate. It is the exhibitor's responsibility to ensure all fees (including any incurred through an Intermediate Bank) is included with their payment. Please include the following information with payment: company name, event, and booth number. Contact Exhibit Services for payment instructions.