

P.O.P. Exhibits Inc. FAQ Sheet

Note: These terms and FAQs are valid only for the rental products on our [10' Exhibit Rentals](#), [20' Exhibit Rentals](#), [Budget Island Rentals](#) and most double deck rentals.

Prices:

All of our prices include shipping to and from the show venue, set up and dismantle unless otherwise noted. Payment is due 35 days prior to the set up date, 10% down to reserve. Orders placed less than 35 day in advance require a 100% deposit. Unpaid quotes will not be shipped or set up.

Sending Payment:

For balances less than \$10,000.00, we accept credit cards. For payments exceeding \$10,000.00, we accept overnighted checks (with tracking) and wire transfers. Please make any necessary arrangements to have the payment received on or before the due date to avoid delaying production.

Locations:

Areas covered in posted retail pricing:

California- San Francisco, San Jose, Oakland, Santa Clara, Los Angeles, Anaheim

Las Vegas, NV

Orlando, FL

Other cities may require an out of venue fee. A typical out of venue fee is \$2,000-\$5,000 and varies with location.

Time Required/Rush Charges:

The time required to complete your project is 30 days from start date, which is determined by receipt of your signed quote and payment. Orders received with less than 30 days until set up are subject to a 25% rush fee. Less than 7 days from set up is subject to a 40% rush fee.

Payment/Refunds/Cancellations:

The majority of cost of any project is represented in labor and shipping. Once the order ships, payment is non-refundable. Orders canceled before the booth ships are subject to labor charges associated with initiating your order. Terms are stated on the proposal.

Show Management Notification:

The exhibitor must notify Show Management (through the Exhibitor Appointed Contractor Form” or “Non-Official Contractor Form” found in the show manual) that P.O.P. Exhibits Inc (or one of it's partners/suppliers) has been chosen as the Installation and dismantle contractor. This notification is usually required 30 days in advance of the set up dates (please check your manual

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as some shows require more time). Check with your P.O.P. representative prior to filling out the EAC to ensure the information is accurate.

Design, graphics and Artwork:

We accept .tif, .psd, .ai, and .indd. Provide native or layered files with resources linked, whenever possible. Please make sure to convert fonts to outline, and if providing native ai, LINK any raster images so we can check resolution. Raster images should be kept between 100-200 DPI original resource at print size. All graphic sizes provided are cut sizes. Please refer to our “[Art Guidelines](#)” for details on how to set up your files. We will send you the art guidelines when your order is initiated.

If you need help with design or file preparation, design time is billed at \$100/hr. Please let us know ASAP if you will need help. We cannot guarantee that our design team will have time to help on short notice.

Damages:

The client is responsible for any damages to rental units that occur after the display has been installed and prior to being dismantled. Sticky-back Velcro and other adhesives applied to our products will result in a cleaning fee.

Frequently Asked Questions

1) When is set up?

While it is our mission to have you set up and ready to go as soon as possible, we can only guarantee that it will be set up 12 hours before show start. That said, we want to get your booth up as early as much as you do. If you have a target set up date, we'll be there. If not, we'll work with you. Some of our clients bring items or products that can only be positioned once the exhibit is set up. We understand this.

2) How will your crew get into the show?

There is an “Exhibitor Appointed Contractor” (EAC) form (Sometimes called “Non-Official Contractor” form) that usually needs to be filed with the show. Sometime this is done online. Whenever possible, we help out with this. Also, we provide a Certificate of Insurance to the show.

3) Do you ship to the show's advance warehouse or direct to show?

This is determined on a show to show basis and also depends on when the booth is ordered. It is our preference to ship to advance warehouse whenever possible.

4) Are lights included with the booth?

Yes.

5) When do you need graphics files?

We will need files 15 working days (3 weeks) before the show. After that, there may be rush charges and we cannot guarantee delivery in time for your set up. If more time is needed, talk to

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your representative about your timeline and the potential production/shipping rush charges and risks associated with delaying graphic production.

6) What is the lead time for ordering the booth?

We need the order 30 days before show start. After that, a 25% rush charge will apply. With less than 7 days until show start, if we have availability, there is a 40% rush fee.

7) Will you install my graphics from my previous booth from another manufacturer?

No, we can only install graphics made for our exhibiting systems. Our systems are proprietary and only our graphics are made to spec for our booths.

8) What happens to my graphics after the show? Do I own them? Can you store them for me?

Yes, you own the graphics and we would be happy to store them for you. Just let your representative know that you would like them kept. Otherwise, provide your rep with your shipping account info (UPS/FedEx) and we can have them shipped back to you after the show.

9) Can you customize the kits you have offered?

Yes, we can customize. The kits as shown on the site are at a discounted rate. We can customize but there is an up charge since more time is involved.

10) Why do you need copies of our show orders (electrical, carpet, rigging, etc.)?

We ask for copies so that if delays occur on the show floor, our team can take the orders to exhibitor services and get the issues resolved as quickly as possible. This is especially helpful if our client isn't present for set up.

11) What is drayage?

Drayage (aka Material Handling) is the cost of show services associated with moving materials from the advance warehouse to the show and from the show floor to the loading dock for shipment. The cost is determined by weight, billed \$/100lbs. Typical costs range from \$90-\$150/100lbs depending on location.

12) Why doesn't P.O.P. Exhibits Inc. pay for drayage?

Drayage is a cost that we don't have any control over as pricing varies greatly from city to city. Some exhibit companies mark up the cost of drayage in order to provide all-inclusive pricing to their clients. We prefer to give you the best price possible but will do our best to provide you with the approximate weight of your exhibit so that your drayage bill can be estimated.

13) How do I order electrical?

You will order electrical services through the show. There is typically a discounted rate for ordering early (usually a month or more in advance). We will provide you with a top view of your

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booth showing recommended electrical drop locations. Additional electric drops can be ordered (at the non-discounted price) at the show if more are needed.

14) How do I order rigging for my overhead sign?

Rigging can be ordered through the show. We require a copy of the rigging order so that our set up team knows when they're coming. We will provide any specs needed about the sign for the paperwork and can provide height recommendations upon request.