

# TERMS AND CONDITIONS

***Page (2) must be signed to schedule Air / Water / Drain installation***  
**Additional Labor and Material Fees May Apply (See Terms and Conditions below for details)**

## **PLUMBING LABOR RATES FOR SERVICES ORDERED (Please call for current labor and lift rates)**

- Straight Time: 8am-4:30pm M-F
- Premium Time: After 4:30 pm M-F, weekends and holidays
- The minimum charge for plumbing service is one hour installation and ½ the total time for dismantle.
- All drain dismantle labor hours will be equal to the fill installation labor hours.
- The minimum charge per booth for the relocation of services and or equipment is ½ hour.

## **DESCRIPTION OF OUTLET LOCATION & DISTRIBUTION CHARGES**

**Outlet Locations:** All first outlets will be installed on the floor at the back wall of booth. Added outlets must be indicated on floor plan and will be charged on a time and material basis.

### **Special Equipment:**

- Hi-Tech Electric (HTE) requires 30 days-notice prior to move-in to supply special regulators, strainers, traps, etc.
- If the exhibitor has special equipment (due to size, weight, access to booth, etc.) HTE needs to be notified to assess if installation for surrounding booths needs to be delayed in order to provide a safe path for special handling or additional delivery space. If the special equipment damages any HTE equipment, and/or requires dismantle and installation of materials at any booth, the exhibitor of the special equipment is fully responsible for repair and associated labor costs.

### **Hi-Tech Electric Materials:**

- All materials and equipment furnished by HTE shall remain the property of HTE and shall be removed only by HTE at the close of the show.
- All materials are inspected and tested upon completion. Any materials that get damaged after installation and HTE testing occurs, the cost of repair (including labor time and materials) is billable to the credit card on file.

**Service/ Repairs:** HTE has exclusive jurisdiction to make Plumbing service connections or repairs.

**Floor Coverings:** Unless otherwise directed, HTE personnel are authorized to cut floor coverings to permit installations of service.

**Equipment Requiring Water:** All equipment using water must have an inlet and outlet properly tagged by exhibitor representative for installation by HTE.

**Moisture/ Sediment/ Loss of Pressure:** HTE is not responsible for the accumulation of moisture, oil, or water in air lines. Exhibitors should supply their own filter or equipment to handle moisture or water. HTE is not responsible for sediment, color, or taste of water in line. HTE is not responsible for loss of pressure. Pressure may vary. No guarantee can be made of minimum or maximum pressure. If pressure is critical, the exhibitor should arrange to have a pressure regulator valve or pump installed. HTE is not responsible for any costs associated with such accumulation in air lines or loss of pressure. Water filters are recommended and are available on request.

**Cylinders:** All cylinders must be firmly attached to exhibit. If cylinder must be made secure by HTE it is subject to a labor charge. A connection of a regulator to cylinder or equipment will be subject to a 1 hour minimum labor charge plus material at the prevailing labor rate.

**Ramping of Utility Lines:** All ramping of utility lines in booth are done on a time and material basis. Laying of lines under carpet or floor or spotting from ceiling will incur an additional labor charge.

### **ESTIMATES / REVISIONS**

- Estimate requests are encouraged for budgeting purposes. Requests must be received 14 days in advance before move-in begins, in order to prevent delays in processing. A supporting floor plan(s) must accompany the estimate request. After the deadline, estimates may not be provided due to time restrictions, and are subject to a fee. Reductions made to an existing order are subject to a 10% surcharge.
- Check, wire or ACH payments for services require a mandatory estimate. Any balance will be charged to the credit card on file unless other arrangements are made.
- Reductions made to an existing order are subject to a 10% surcharge.
- If an incentive rate quote is provided after the deadline, the customer will have 3 business days to pay on the quote before the base rate will automatically go into effect.

### **SUPERVISION FEES/INVOICES**

- All booths and displays with labor incur a 20% supervision fee of the total labor charge.
- Invoices are available upon request onsite at the service desk or via email. Please email [dcexhibitorservices@hi-techelectric.com](mailto:dcexhibitorservices@hi-techelectric.com).

### **PAYMENT POLICY**

- Full prepayment of services and a credit card on file are required to process any order.
- Payments must be received in full 21 days before show start to secure the incentive rate.
- All service orders must be paid in full by the move-in date.
- Accepted forms of payment are credit card, check, ACH, wire, cash. **PO is not an accepted form of payment.**
- The credit card on file will be processed for the final balance including labor and material upon installation completion unless HTE agreed to check or electronic payment. Those must be received by show opening; otherwise, the credit card on file will be charged for the balance.
- There is a 3.5% service fee discount on check, cash and electronic payments.
- Check payments sent via mail, must be sent via FEDEX or UPS with tracking.
- Onsite payments must be submitted only to a Customer Service Representative or HTE Management.
- No credit or refund will be issued for connections installed and not used.
- Sending a payment without a quote and/or submitted contract does not secure the incentive rate pricing. This is also not advised.
- All balances must be settled prior to event closing. An outstanding balance may preclude the exhibitor from retaining HTE services at any future event domestically or internationally. Any amount not paid at event closing is subject to interest up to the maximum amount allowed by law. Any outstanding balance is subject to in-house collections or to a credit reporting debt collection agency.
- Tipping or any gratuity or gift is not permitted to be accepted by any HTE personnel.

### **CANCELLATIONS**

- Cancellation up to 21 days prior to event start date is subject to 20% charge of services ordered.
- Cancellation within 21 days of event start date is subject to 50% charge of services ordered.
- Once services are installed, there is no refund for cancellation.
- Credit card refunds are subject to a 3.3% credit card processing fee.
- Cancellation may occur at HTE'S discretion if plumbing is not paid at least 2 business days before move-in due to insufficient time to pull and deliver inventory.

### **DISCONNECTION**

All services will be disconnected and/or shut-off at the conclusion of the show unless advance notice given by the Exhibitor to (*and* acknowledged by) HTE.

### **CLAIMS AND/OR INVOICE DISPUTES**

Any claims or disputes to charges with regards to the services provided by HTE will not be placed under review by HTE management unless filed by the Exhibitor prior to the close of the exposition. Such dispute must be in writing by the Exhibitor and provided to HTE management. HTE management will conduct a billing audit and handle such disputes on a case by case basis.

### **DELAYS**

- In the event the completion of work is prevented or delayed due to damage or destruction of the building, fire, accident, vandalism, earth movement, hurricane, tornado, windstorm, theft, labor strikes, warfare, material shortage, delay of any governmental agency in issuing any required permit or certificate, or in performing inspections, litigation, or any act of God, HTE is due payment for all executed work, labor, and materials.
- If your booth is located in front of a freight door/aisle, for safety reasons, it is at our discretion to delay installation until freight traffic decreases. This may result in overtime labor charges at no fault of HTE. If the responsible party still insist on installation earlier than scheduled, the exhibitor will be responsible for all repair costs of any damaged HTE materials (see page 4 “Hi-Tech Electric Materials” section).

### **LABOR RATES**

- All Labor Rates are subject to the current labor contract effective at time of performed labor.
- A four (4) hour minimum applies per plumbing call and is chargeable on a case by case basis,

### **INDEMNITY**

The Exhibitor, Display House, and Show General Contractor will indemnify Hi-Tech Electric, LLC for any and all work-related claims, accidents, losses, and damage.