

**Orange County Electronics – Orange County Fairgrounds – Sept. 29 – 30, 2009**

**IMPORTANT INFORMATION REGARDING MATERIAL HANDLING (DRAYAGE)**

**Material Handling – what does it include?**

Raphael's Convention Services (RCS), will be responsible for receiving your materials, bringing the items to your booth location, picking up and storing any empty containers until the end of the show, and then returning them to your booth for you to repack. Just a reminder, you have 14 days to have your items picked up after the show from our warehouse before they will be sent to you COD. Storage fees may also apply for excess time in our warehouse. RCS is not responsible for any damage incurred during shipping.

**What do you need to do prior to shipping?**

Fill out the Material Handling Order Form included in your vendor packet and fax with your payment (see terms below) to RCS at (858) 689-8040. You must provide the correct weight and number of pieces of materials being sent. You must provide a copy of the Bill of Lading (BOL) with a full description of the materials being sent. Make sure to label all of your materials properly, including: show name, booth number(s), and company information. Make sure to arrange for your Carrier to not only deliver your materials, but to ALSO pick up your materials!

**What will RCS provide for inbound material?**

RCS will provide advance storage up to (30) thirty days prior to your event. RCS will be responsible for receiving your materials at our warehouse for advance shipments. If available for your event, RCS will receive your materials on site during vendor set up times. Once received, your materials will be delivered to your booth and your empty containers may be stored for your convenience until the end of the show. See the service desk for "Empty" stickers for your containers for storage. Make sure to include your booth number(s).

**What do you need to do at show closing?**

Repack all of your materials. Label your materials for their next destination. Provide a BOL or obtain a blank copy at our service desk, if applicable. Make sure to include your carrier's name on the BOL. Leave all materials in your booth. Check out at the service desk. A RCS representative must verify the number of pieces before you leave the event. We will not be responsible for any missing pieces if this is not done properly. Call your shipper. It is your responsibility to make these arrangements, unless shipping with RCS' preferred shipper.

**What will RCS provide for outbound material?**

RCS will pick up your materials at your booth. Blank BOL forms and shipping labels are available at the service desk. An RCS representative will even assist you in filling them out. RCS will provide labor for transfer of material to your carrier. RCS is not a shipper and will not call for pick up unless vendor is shipping with our preferred carrier. RCS will retain a receipt once your carrier picks up your materials.

**Payment terms:**

All vendors must be PREPAID before shipments are received by RCS. Acceptable forms of payments include: cash, certified checks, VISA, MasterCard, Discover, or American Express. Company checks and out of state checks will only be accepted a minimum of 10 days prior to show delivery.

**If you have any further questions, please contact us at (858) 689-7368.  
We would be happy to assist you.**

**\* PLEASE NOTE THAT RCS IS NOT RESPONSIBLE FOR ANY ITEMS  
LEFT UNATTENDED ON THE SHOW FLOOR \***



**Return to:** Raphael's Convention Services ♦ Fax: 858 444 2525 ♦ email: travis@rcsshows.com

All orders are governed by the RCS Terms & Conditions of Contract and Payment Policy in this Exhibitor Manual

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|              |       |         |     |         |
|--------------|-------|---------|-----|---------|
| Company Name | Email | Booth # |     |         |
| Address      | City  | State   | Zip | Country |
| Phone        | Fax   |         |     |         |
| Contact      | Cell  |         |     |         |

#### Payment Policy

**Payment for Services** – RCS requires payment in full at the time services are ordered. RCS accepts Mastercard, Visa, Amex, Discover, cash and check, however a completed credit card authorization is required for all orders, regardless what form of payment is used.

**Discount Prices** – To qualify for discount pricing, orders must be received with payment on or before the discount price deadline.

**Adjustments and Cancellations** – Cancellation of any order once delivered or rendered will result in a 100% cancellation fee. Additions to existing orders will be charged at the time the order is placed.

♦ If you have any questions about our payment policy, please contact us at 800 564 7755

#### Credit Card Charge Authorization

All information must be provided. **Your order will not be processed if any information is missing.** We require credit card authorization even if you are paying by cash or check.

Account Number

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Expiration Date

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CVV:

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| Cardholder's Name |       |     |
| Address           |       |     |
| City              | State | Zip |

I agree in placing this order that I have accepted RCS payment policy and RCS Terms & Conditions of Contract.

**X**

Authorized Signature (Cardholder)

**X**

Please Print Name

/ /

Date