

LABOR RULES & REGULATIONS

Detroit, Michigan

LABOR

Michigan is NOT a “right-to-work” state. All exhibit and display work in the Detroit area is performed by union personnel. The following guidelines will help you in understanding the performed in each trade.

EXHIBIT LABOR JURISDICTION

Union exhibit labor claims jurisdiction for the installation, dismantling, and first cleaning of prefabricated exhibits and displays. In booths up to a 10x30, the exhibitor may erect their own display if it can be done by the exhibitor without the use of tools within two hours. If exhibitors should need Union assistance, they may be employed by completion of labor forms enclosed in this manual.

Union Labor is not required to put your products on display, to open cartons containing your products, nor to perform testing, maintenance or repairs on your products.

MATERIAL/FREIGHT HANDLING JURISDICTION

Shepard Exposition Services has the responsibility of receiving and handling all exhibit materials and empty crates that comes in via over the road carriers. It is Shepard's responsibility to manage docks and schedule vehicles for the smooth and efficient move-in and move-out of the exhibition. Shepard will not be responsible, however, for any materials they do not handle.

Exhibitors may carry in small items if these items can be hand carried by one person in one trip without the use of dollies, hand trucks, pallet jacks, or any other wheeled or mechanical item. Exhibitors may come through the front door only, all items delivered via the loading docks will be handled by union personnel and billed according to the published material handling rates.

Vehicles must not be left unattended at the loading areas. Any unattended vehicles will be towed at the owner's expense.

Arrangements have been made with Shepard Exposition Services to store empty crates. Please refer to the Material Handling Information sheet in this service manual for the handling of empties, disposal of skids, etc. Exhibitors may NOT retrieve their empty containers.

GRATUITIES /BREAKS

Tipping is expressly prohibited. This includes such practices as giving money, merchandise, or other special consideration for services rendered. Do not give coffee breaks other than mid-morning and mid-afternoon, when the union has a 15 minute paid break. Meal breaks are one hour. Any attempt to solicit a gratuity by an employee for any service should be reported immediately to Shepard Exposition Services.

IN GENERAL

Exhibitors do not have to respond to grievances or complaints from union and trade personnel with respect to work jurisdictions. Please refer all such disputes and/or questions to Shepard management personnel immediately.

SAFETY

Safety of everyone working in the hall is of our utmost concern at all times. Standing on chairs, tables and other rental furniture is prohibited. This furniture is not engineered to support your standing weight. Shepard Exposition Services cannot be held responsible for injuries or falls caused by the improper use of this furniture. If assistance is required in assembling your booth, please order labor on the Labor Order Form included in this manual and the necessary ladders and tools will be provided.



Fastener Fair

Huntington Place | Detroit, MI

May 18 - 19, 2022

ONLINE & DISCOUNT DEADLINE:* WEDNESDAY, APRIL 27, 2022

* Order with complete Method of Payment must be received before Discount Deadline date to receive discounted pricing.

Labor Hours

Straight Time (ST): Monday - Friday | 8:00AM - 4:00PM

Overtime (OT): Monday - Friday | 4:00PM - 8:00AM. All hours Saturday.

Double Time (DT): All hours on Sunday. Holidays.

Holidays: NY Eve, NY Day, ML King Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day.

Shepard Blue Supervised Labor

INSTALL LABOR**					
CODE	ITEM	ONLINE	DISCOUNT	REGULAR	ESTIMATED TOTAL***
68066	ST	\$177.85	\$204.55	\$229.10	
68067	OT	\$266.75	\$306.75	\$343.55	
68068	DT	\$355.70	\$409.05	\$458.15	

DISMANTLE LABOR**					
CODE	ITEM	ONLINE	DISCOUNT	REGULAR	ESTIMATED TOTAL***
68070	ST	\$177.85	\$204.55	\$229.10	
68071	OT	\$266.75	\$306.75	\$343.55	
68072	DT	\$355.70	\$409.05	\$458.15	

**Pricing includes Supervisory fee of 30% over standard labor.

TOTAL ESTIMATE	\$ _____
TAX (All tax rates are subject to change)	6.00%
AMOUNT DUE	\$ _____

Step 1. Choose your service.

☐ Installation
 ☐ Dismantling
 ☐ Both Installation & Dismantling

Step 2. How many people are needed?

INSTALLATION NUMBER OF PEOPLE: _____

DISMANTLING NUMBER OF PEOPLE: _____

BOTH INSTALLATION & DISMANTLING NUMBER OF PEOPLE: _____

Step 3. How many hours?***

*** Hours are based on estimates. You will be invoiced for actual time incurred. Minimum one hour per person ordered and half increments thereafter.

INSTALLATION HOURS: _____ DISMANTLING HOURS: _____

BOTH INSTALLATION & DISMANTLING HOURS: _____

Step 4. When should the build be complete?

If using Shepard Blue Labor for both install and dismantle, please complete BOTH date and time fields.

INSTALLATION DATE: _____ INSTALLATION TIME: _____

DISMANTLING DATE: _____ DISMANTLING TIME: _____

Step 5. Tell us about your exhibit.

Section MUST be completed before Shepard can begin any work on your exhibit.

BOOTH SIZE: _____ x _____

INBOUND FREIGHT: ☐ Advanced Warehouse ☐ Direct to Show Site

CARRIER NAME: _____

TRACKING OR PRO NUMBER: _____

ESTIMATED ARRIVAL DATE: _____

NUMBER OF PIECES: _____ ESTIMATED WEIGHT: _____

SET UP INFORMATION

COMPANY CONTACT NAME: _____

EMAIL: _____

CELL PHONE NUMBER: _____

DRAWINGS/PHOTOS/INSTRUCTIONS

☐ Attached
 ☐ Emailed to Shepard
 ☐ With the Exhibit
 ☐ In Crate #: _____

GRAPHICS

☐ With Exhibit
 ☐ Shipped Separately

ELECTRICAL PLACEMENT (exhibitor is responsible to order)

☐ Emailed to Shepard
 ☐ Drawing Attached
 ☐ Drawing with Exhibit
 ☐ Run Under Carpet

CARPET

☐ Ordered from Shepard
 ☐ Exhibitor Owned
 ☐ Carpet Padding

OTHER SERVICES ORDERED

☐ Overhead Rigging
 ☐ Cleaning
 ☐ Audio Visual (AV)

Step 6. Tell us about outbound shipping.****

**** Allow time for empty return when scheduling your pick up.

NUMBER OF CRATES: _____ NUMBER OF CARTONS: _____

NUMBER OF FIBER CASES: _____ NUMBER OF PALLETS: _____

METHOD: ☐ Ground ☐ 2-Day Air ☐ Next Day Air ☐ Other

NAME OF CARRIER: _____

PHONE NUMBER: _____

DATE SCHEDULE TO PICKUP FREIGHT: _____

MUST ARRIVE AT DESTINATION BY: _____

IF YOUR CARRIER DOESN'T SHOW UP?

☐ Re-route with Shepard Logistics Service
 ☐ Send to advanced warehouse for pickup (\$400 minimum charge)

Submission of this form indicates you read and accept the Payment Policy and Terms & Conditions. Orders cancelled without 48-hour written notice will be charged a one (1) hour cancellation fee.

COMPANY NAME: _____ BOOTH NUMBER: _____

CONTACT NAME: _____

EMAIL ADDRESS: _____

Email completed form to: orders@shepardes.com

EXHIBITOR SUPERVISED LABOR



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Overtime (OT): Monday - Friday | 4:00PM - 8:00AM. All hours Saturday.
Double Time (DT): All hours on Sunday. Holidays.
Holidays: NY Eve, NY Day, ML King Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day.

Exhibitor Supervised Labor

INSTALL LABOR**					
CODE	ITEM	ONLINE	DISCOUNT	REGULAR	ESTIMATED TOTAL***
68060	ST	\$136.80	\$157.30	\$176.20	
68061	OT	\$205.20	\$236.00	\$264.30	
68062	DT	\$273.60	\$314.65	\$352.40	

DISMANTLE LABOR**					
CODE	ITEM	ONLINE	DISCOUNT	REGULAR	ESTIMATED TOTAL***
68063	ST	\$136.80	\$157.30	\$176.20	
68064	OT	\$205.20	\$236.00	\$264.30	
68065	DT	\$273.60	\$314.65	\$352.40	

** When ordering dismantle labor, due to show break down and returning empties to your booth, labor ordered through Shepard at the close of the event may not be available until one hour after show close.

TOTAL ESTIMATE	\$ _____
TAX (All tax rates are subject to change)	6.00%
AMOUNT DUE	\$ _____

Step 1. Choose your service.

☐ Installation ☐ Dismantling ☐ Both Installation & Dismantling

Step 2. How many people are needed?

INSTALLATION NUMBER OF PEOPLE: _____

DISMANTLING NUMBER OF PEOPLE: _____

BOTH INSTALLATION & DISMANTLING NUMBER OF PEOPLE: _____

Step 3. How many hours?***

*** Hours are based on estimates. You will be invoiced for actual time incurred. Minimum one hour per person ordered and half increments thereafter.

INSTALLATION HOURS: _____ DISMANTLING HOURS: _____

BOTH INSTALLATION & DISMANTLING HOURS: _____

Step 4. Where is the carpet coming from?

☐ Ordered from Shepard ☐ Exhibitor Owned ☐ Carpet Padding

Step 5. Provide a list of any tools or additional details that would be needed.

☐ Ladders ☐ Lifts ☐ Special Tools: _____

ADDITIONAL DETAILS: _____

Step 6. Tell us about the schedule?

Requested times are not guaranteed and are based on availability.

INSTALLATION REQUEST DATE: _____

START TIME: _____ END TIME: _____

DISMANTLE REQUEST DATE: _____

START TIME: _____ END TIME: _____

Step 7. Provide on-site contact information.

ON-SITE CONTACT NAME: _____

ON-SITE CONTACT PHONE NUMBER: _____

EMAIL ADDRESS: _____

Signature and submission of this form indicates you read and accept the Payment Policy and Terms & Conditions. Orders cancelled without 48-hour written notice will be charged a one (1) hour cancellation fee.

COMPANY NAME: _____ BOOTH NUMBER: _____

CONTACT NAME: _____ PHONE NUMBER: _____

EMAIL ADDRESS: _____



Email completed form to: orders@shepardes.com

shepardes.com | 120

METHOD OF PAYMENT

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Please review the information and complete your payment information online.

You may choose to pay by credit card, check payable to Shepard Exposition Services, or bank wire transfer, however, we require your credit card authorization to be on file before we process your order(s) for service. **For your convenience, we will use your online credit card information to charge your credit card account for any additional amounts incurred as a result of show site orders placed by your representative including material handling and logistics charges for shipments received on your company's behalf and any unpaid balance due for Shepard services.** Credits for services will be issued at show site only.

Shepard no longer accepts cash payments for any Shepard Services. Once a payment is processed by credit card, any changes to the payment method will be charged a fee of 5% of the total invoice. 10010-Change Of Payment Method Transaction Fee

Shepard Exposition Services only accepts payment information electronically. Place your order online with Shepard or follow the steps below to provide your payment information electronically and submit your order forms.

Complete your payment information online.

Login to your account at <https://www.shepardes.com/payment-methods> and choose the event you are submitting payment for.

Discount Pricing Deadlines

Orders received without payment or after the discount price deadline will be charged at the standard price.

Online: Wednesday, April 27, 2022 All paid orders placed online prior to the deadline date.

Discount Deadline: Wednesday, April 27, 2022 All paid orders placed via pdf prior to the deadline date.

ACH/Wire Transfers

You may choose to pay by Check or ACH/Wire Transfer, however a credit card is required on file to process all orders.

In order to accurately process the transfer of funds from your account, please complete the following information and email it along with a copy of the wire receipt to the email printed on the header of this page. A \$50 service charge will be added for processing checks drawn on foreign banks. A \$25 service charge will be added for processing U.S. wire transfers. \$50 service charge for international wire transfers.

The following information must be included on the bank copy of the wire transfer confirmation:

NAME OF SHOW BEING ATTENDED: **Fastener Fair**

EVENT CODE: **I153740522**

EXHIBITING COMPANY NAME: _____ BOOTH NUMBER: _____

Account Name: Shepard Exposition Services, Inc.	Routing Number: 041000124	SWIFT CODE (US): PNCCUS33	Please include the show name, event code and your booth number if you are sending a physical check.
Bank Name: PNC Bank N.A., Pittsburgh, PA 15219 USA	Account Number: 42-6061-9772	SWIFT CODE (INTL): PNCCUS33	

TAX EXEMPT? Please submit tax exemption certificate to: orders@shepardes.com. If you are tax exempt, you must provide a tax exemption certificate for the state in which the event is being held.



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THIRD PARTY PAYMENT

I153740522

DEADLINE: MONDAY, APRIL 18, 2022

Return this form when a third party (any party other than exhibiting company) should be billed for services. Both parties **MUST** sign this form indicating acceptance; otherwise, request will be denied.

When a third party is handling your display and/or paying for any services on your behalf, we will agree to this third party arrangement if the following payment is agreed upon and all signatures are properly completed. By signing this form, both parties agree and understand that the exhibiting firm is responsible for all charges. **In the event that the named third party does not make payment by show close, Shepard will be paid by the exhibiting firm on demand at show site.** The show site invoice may or may not include any outbound services, such as additional material handling, rigging, and/or shipping charges.

Step 1. Provide the exhibiting company contact information and signature.

EXHIBITING COMPANY NAME: _____ BOOTH NUMBER: _____

EXHIBITING COMPANY ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

CONTACT EMAIL ADDRESS: _____ PHONE NUMBER: _____

EXHIBITING COMPANY AUTHORIZED NAME (please print): _____

SIGNATURE FROM EXHIBITING COMPANY: _____

Step 2. Check services below to bill to the third party.

- ☐ **ALL SERVICES** ☐ Booth Cleaning ☐ Material Handling ☐ Carpet ☐ Furniture
☐ Exhibit Rentals ☐ Overhead Rigging/Labor ☐ Installation/Dismantling Labor ☐ Logistics/Transportation
Other (please specify): _____

Step 3. Provide third party contact information.

3RD PARTY COMPANY NAME: _____

CONTACT NAME: _____

EXHIBITING COMPANY ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

CONTACT EMAIL ADDRESS: _____ PHONE NUMBER: _____

Step 4. Complete your payment information online.

Login to your account at <https://www.shepardes.com/payment-methods> and choose the event you are submitting payment for.

TERMS & CONDITIONS

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You are entering a contract which limits your possible recovery in case of loss or damage. The terms and conditions set forth below become a part of the contract between Shepard Exposition Services, and you, the Exhibitor.

Exhibitor is deemed to accept these terms and conditions when any of the following conditions are met:

Exhibitor materials are delivered to the Shepard warehouse or to a show or exposition site for which Shepard is the Official Show Contractor, or an order for labor and/or rental equipment is placed by the exhibitor with Shepard.

Definitions and Shepard Responsibilities: The name "Shepard" shall be construed within the meaning of this contract as Shepard Exposition Services, Inc. and its employees, officers, agents, and assigns including any subcontractors Shepard may appoint. The term "EXHIBITOR" refers to any party who contracts for services with Shepard. Shepard shall be responsible only for those services which it directly provides, and hereby agrees to execute its contracted duties in good faith. Shepard assumes no responsibility for any person, parties, or other contracting firms not under Shepard's direct supervision and control. Shepard 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 Shepard's reasonable control; or for ordinary wear and tear in the handling of materials. Due to the security and liability requirements, Shepard personnel will unload all vendor materials from the loading docks to the booths. Exhibitors may not utilize powered mechanical equipment.

Indemnification: The exhibitor agrees to indemnify, forever hold harmless, and defend Shepard 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 Shepard 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 Shepard 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.

Payments are due prior to delivery of services or equipment to EXHIBITOR unless other credit arrangements have been made. All payments shall be in U.S. currency, MasterCard, VISA, or American Express, debit cards, or check, provided there is sufficient customer credit in Exhibitor's form of payment to completely satisfy the amount owed by EXHIBITOR to Shepard. Undersigned authorizer acknowledges and agrees that all applicable charges for services rendered to the EXHIBITOR will be applied to the credit card on file in the event other form of payment is not tendered prior to the close of the trade show. In no instance shall any Exhibitor be extended credit beyond 30 days after the close of the Show. If there are any outstanding balances owed by EXHIBITOR to Shepard which have not been paid after 30 days following the close of the Show, then these unpaid balances shall bear interest at the rate of 1-1/2% per month (18% per annum). Exhibitor will be responsible for all charges incurred by Shepard while endeavoring to collect this account. If EXHIBITOR provides a credit card for payment and the credit card transaction is declined, EXHIBITOR hereby authorizes Shepard to process the outstanding balance in multiple smaller increments that total the amount of the outstanding payment obligation. In the event that a THIRD PARTY (AGENT) orders on behalf of the EXHIBITOR and the named THIRD PARTY does not discharge payment of the invoice prior to the last day of the show, charges will revert back to the EXHIBITOR. All invoices are due and payable upon receipt, by either party.

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 Shepard, 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. If your elected Third Party Provider fails to pay for Shepard Services, the exhibitor is still responsible for paying all invoices to Shepard.

Equipment Audits: EXHIBITOR should be advised that routine audits of Exhibitor booths for service usage are conducted during the Convention. Should the result of such an audit indicate that equipment or services is in fact being used that has not been paid for, the Exhibitor will be charged for the equipment or service at the applicable rate.

Exchanges and Cancellations: On-site exchanges and cancellations in orders will be assessed a 100% pick-up fee. Custom products: All orders cancelled by the exhibitor within 30 days of first day of exhibitor move in day may be subject to cancellation fees up to 100% of the total order, based upon the status of move-in, work performed and/or Shepard set-up costs or expenses. Equipment and Furnishings: There are no exchanges or refunds once item has been delivered to your booth. Cancellations must be received in writing 14 days prior to first exhibitor move in day. Labor: Cancellations must be received in writing before 48 hours of 1st day of exhibitor move in, otherwise a 1 hour per man ordered will apply.

Invoices: Prior to close of show, an invoice will be prepared and emailed to the booth contact on file 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.

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

Rental Responsibility: All materials are on a rental basis and shall remain the property of Shepard. The customer shall be held financially responsible for any damage to Shepard equipment used by the customer. Prices quoted are for the duration of the show and include installation, rental, and removal except where indicated. If skirting and carpet colors are not selected, show colors will prevail.

continued on the next page

TERMS & CONDITIONS (continued)

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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 \$25 service charge will be added for processing U.S. wire transfers. Please complete the wire transfer portion of the Method of Payment 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.

Tax Rates: State tax regulations and tax rates can change after the date of publication. Prevailing state tax rates will supersede any published rate.

Exhibitor Information: Exhibitor permits all contact information provided to Shepard to be used by Shepard and shared with other entities assisting in the production of the event in question. Facsimiles and email communications may include show information, promotional materials, advertising statements and other commercial notices. Permission may be revoked by the EXHIBITOR in writing.

Cancellation or Event Postponement: In the event the exposition or event is cancelled or postponed, Shepard reserves the right to charge for services rendered in preparation of the event or exposition as well as non-refundable costs incurred by Shepard.

Insurance: It is understood that Shepard is not an insurer. Insurance should be obtained by the EXHIBITOR. It is highly recommended that exhibitors arrange All Risk coverage which usually can be done by endorsements to existing policies. Exhibitor's materials should be insured from the time they leave their firm until they are returned after the close of the show. Insurance and liability against theft or property damage to equipment or exhibit material owned or rented by EXHIBITOR, or bodily injury occurring within the confines of Exhibitor's booth, remain the sole and complete responsibility of EXHIBITOR. Except where prohibited by law, the EXHIBITOR and its insurers waive all rights of recovery or subrogation against Shepard and their respective directors, officers, employees, and agents.

Claim(s) for Loss and Payment For Services: Exhibitor agrees that any and all claims for loss or damage shall be submitted to Shepard prior to the conclusion of the show when the 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 Shepard more than one year after the date the loss or damage occurred. Payment for services may not be withheld. In the event of any dispute between Shepard and the exhibitor relative to any loss or damage claim, the exhibitor shall not be entitled to and shall not withhold payment for Shepard services as an offset against the amount of the alleged loss or damage. Any claim against Shepard shall be considered a separate transaction and shall be resolved on its own merit.

Limits of Liability: If found liable for any loss, Shepard's sole and exclusive maximum liability for loss or damage to Exhibitors materials and Exhibitor's sole and exclusive remedy is limited to \$.50 (USD) per pound per article with a maximum liability of \$100.00 (USD) per item, or \$1,500.00 (USD) per shipment whichever is less. All shipment weights are subject to correction and final charges determined by the actual or re-weighted weight of the shipment. Shepard 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. Shepard 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. Shepard 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. Shepard 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. Shepard loads materials onto the carrier's truck under the supervision of the carrier driver who checks and signs for the materials. Shepard assumes no liability for any materials after the carrier assumes custody of materials. If exhibitor's designated carrier fails to show by the move out deadline after a show, Shepard 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.

Packaging, Crates, and Empty Containers: Shepard shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped, or shrink-wrapped materials. Shepard shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. Shepard 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 their representative. All previous labels should be removed. Shepard assumes no responsibility for removal or mis delivery of containers with old labels or incorrect information on labels or for loss or damage to materials stored in containers labeled "empty."

COVID-19 CANCELLATION POLICY

Fastener Fair

Huntington Place | Detroit, MI

1153740522

May 18 - 19, 2022

Cancellation Policy Statement for Exhibitors on Events Impacted by Coronavirus

(COVID-19) The impact of COVID-19 has been unlike anything our live events industry and the global community have ever experienced. We understand that our exhibitors are disappointed in the lost opportunity to connect with attendees and grow their businesses. Due to these unprecedented circumstances, we have temporarily revised our policy to support our customers.

This policy will apply to events that cancel prior to Shepard's commencement of moving in the event:

- We will offer 100% refunds on standard furnishings, accessories, executive furnishings and standard carpet/padding. Custom products such as premium, special cut carpets and graphics will be refunded at 70-100%, based on cancellation date.
- Custom rental exhibits will be refunded based on cancellation date and production status.
- We will charge for work performed on labor, material handling and transportation.
- Custom fabrication items are non-refundable.
- All products/services not listed above will be charged per contracted terms.
- The Shepard customer services team will reach out to exhibitors to assist with freight, as well as answer any questions regarding orders. They will be able to assist on both cancelled and postponed shows.

Frequently Asked Questions

How do I cancel my order?

As soon as we are informed of a cancelled event, we will begin working through canceling orders. You will be emailed a final invoice showing any applicable charges and/or credits.

If I just sent in my order, will it be processed, and will my card be charged?

If we have been notified by the event organizer that the event has been cancelled, we will not process the order.

When will I get a refund?

If a refund is due, we will send a check for monies due to the address on file. Wire transfers will be refunded and issued by the Shepard Accounts Receivable department as soon as invoices are finalized.

Will I still be charged material handling for my shipment?

Yes, material handling charges will apply and will be based on where your freight was shipped and if it had been taken to show site by the time of cancellation.

I already shipped my freight to the Shepard advance warehouse or the event. Can you send it back to me?

Yes, with the shipment already in our possession, we can easily return your freight to the destination of your choice using Shepard Logistics. Please contact us at logistics@shepardes.com.

Shepard reserves the right to modify this and other policies at any time.