

2:30 PM – 3:30 PM Closing General Session with Motivational Keynote & Prizes
3:30 PM – 5:00 PM Exhibitor Move-Out just for Midwest
3:30 PM – 5:00 PM LINK Business Meeting - Official Start of Third Day's Events (*extra day charge*)
5:30 PM – 6:30 PM LINK Meet and Greet
6:30 PM LINK Dinner Party, Space will be limited.

WEDNESDAY, NOV.9

8:00 AM – 9:00 AM Registration / Information Desk
8:00 AM – 9:00 AM Continental Breakfast with Exhibitors
9:00 AM – 10:00 AM PeopleSoft Education Sessions Only
10:10 AM – 11:10 AM PeopleSoft Education Sessions Only
11:20 AM – 12:30 PM Networking Lunch with exhibitors that are left
12:30 PM – 1:30 PM PeopleSoft Education Sessions Only

Tear down:

The exhibit hall will have exclusive move out hours after 3:30 on Tuesday and after 12:30 on Wednesday.

Security:

Quest will provide light security at this event. The exhibit hall will be locked at night. However, please keep valuable items with you. Quest is not responsible for any lost or stolen items.

Giveaways:

If you would like to do your booth drawing on the main stage after the closing keynote, please let [Loren Zettler](#) know in advance.

F R E E M A N

5040 West Roosevelt Road
Chicago, Illinois 60644-1436
(773) 473-7080 • Fax (469) 621-5603
Email: FreemanChicagoES@freemanco.com

QUEST MIDWEST CONFERENCE 2011

NOVEMBER 7 - 8, 2011

Westin O'Hare
Rosemont, IL

FREEMAN quick facts

SERVICE INFORMATION

BOOTH EQUIPMENT

Each 8' x 8' booth will be set with 8' high Blue backwall drape, 3' high Blue side dividers, (1) 6' x 30" Blue draped table, (2) Limerick® chairs by Herman Miller, (1) wastebasket, and a 7" x 44" one-line identification sign.

EXHIBIT HALL CARPET

The exhibit area is carpeted.

DISCOUNT PRICE DEADLINE DATE

In order to receive advance order discount rates listed on the price sheet, we must receive your order and payment by **MONDAY, OCTOBER 24, 2011**.

Save money by ordering services and labor in advance. All services as well as display and rigging labor orders placed at show site will be charged an additional 30% above the advance rate.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on preshow procedures and move-in, please go to www.freemanco.com/preshowFAQ.

Monday November 7 1:00 p.m. - 5:00 p.m.

NOTE: Overtime charges will be incurred after 4:30 p.m.

All exhibits must be fully installed by Monday, November 7 at 5:00 p.m.

EXHIBIT HOURS

Monday November 7 5:30 p.m. - 7:00 p.m. - **Opening Reception**

Tuesday November 8 7:45 a.m. - 9:50 a.m.

11:10 a.m. - 3:30 p.m.

EXHIBITOR MOVE-OUT

For more information and helpful hints on postshow procedures and move-out, please go to www.freemanco.com/postshowFAQ.

Tuesday November 8 3:30 p.m. - 5:00 p.m.

NOTE: Overtime charges will be incurred after 4:30 p.m.

SERVICE CENTER HOURS

We will have staff available at show site at the Exhibitor Services Center as follows:

Monday November 7 1:00 p.m. - 7:00 p.m.

Tuesday November 8 7:45 a.m. - 5:00 p.m.

DISMANTLE AND MOVE-OUT INFORMATION

- Freeman will begin returning empty crates starting at **3:30 p.m. on Tuesday, November 8, 2011**.
- All exhibitor materials must be removed from the exhibit facility by **Tuesday, November 8, 2011 at 5:00 p.m.**
- To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-out deadline, please have all carriers check-in by **1:30 p.m., Tuesday, November 8, 2011**.

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and Labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

SERVICE CONTRACTOR CONTACTS / INFORMATION:

FREEMAN
 5040 West Roosevelt Road
 Chicago, Illinois 60644-1436
 (773) 473-7080 • Fax (469) 621-5603
 Email: FreemanChicagoES@freemanco.com

FREEMAN EXHIBIT TRANSPORTATION
 (800) 995-3579 Toll Free US & Canada
 Fax (469) 621-5603
 (817) 607-5100 Local & International

FREEMAN ONLINE®

Our Internet online ordering service, Freeman OnLine®, is available for your convenience to order all Freeman Services, view show schedule, or print order forms. Once your show is available online you will receive an email which includes a direct link to Freeman OnLine®.

To place online orders you will be required to enter your unique Login ID and Password. If this is your first time to use Freeman OnLine®, click on the “Login” link in the top right corner to create a new account. To access Freeman OnLine® without using the email link, visit www.freemanco.com/store and click on the “Login” link in the top right corner. If you need assistance with Freeman OnLine® please call our Customer Support Center at (1-888-508-5054).

SHIPPING INFORMATION

Warehouse shipping address:

QUEST MIDWEST CONFERENCE 2011
Exhibiting Company Name
Booth # _____
c/o FREEMAN
2500 West 35th Street
Chicago, IL 60632

Freeman will accept crated, boxed or skidded materials beginning **FRIDAY, OCTOBER 14, 2011 at 8:00 a.m.** Materials arriving after **MONDAY, OCTOBER 31, 2011** will be received at the warehouse with an additional after deadline charge.

Warehouse receiving hours are 8:00 a.m. to 3:30 p.m. Monday through Friday.

Exhibitors are encouraged NOT TO SHIP directly to the WESTIN O’HARE as the hotel has LIMITED storage facilities. Freight may be turned away and *returned to the sender*. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. To avoid delays for delivery of freight to your booth, please ship to the **Freeman Advance Warehouse**. Freeman will accept **DIRECT** freight shipments at the **WESTIN O’HARE, 6100 NORTH RIVER RD, ROSEMONT, IL 60018** on **MONDAY, NOVEMBER 7, 2011 AT 1:00 p.m.** for all exhibit halls.

Please Note: All items and materials that must be brought into the facility may be subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors.

LABOR INFORMATION

Booth Installation & Dismantle: If utilizing Freeman labor, please refer to the Installation & Dismantle order form to place your order for Display Labor. Straight time and Overtime hours are also listed on the order form. Exhibitors supervising Freeman labor will need to pick up and release their labor at the Service Desk.

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (773) 473-7080.

WE APPRECIATE YOUR BUSINESS!

FREEMAN GENERAL INFORMATION

TRANSLATION SERVICE

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman Chicago Exhibitor Services at (773) 473-7080 or Freeman's Customer Support Center at (888) 508-5054.

HELPFUL HINTS

SAVE MONEY

Order early to take advantage of advance order discount rates, place your order by early **MONDAY, OCTOBER 24, 2011**.

AVOID DELAY

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

SAFETY TIPS

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for your booth. This can cause serious injury or damage to materials.

We discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure that the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

The operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EAC's). Thank you for your cooperation.

EXHIBITOR ASSISTANCE

For more information and helpful hints on preshow procedures and move-in, please go to www.freemanco.com/preshowFAQ.

For more information and helpful hints on postshow procedures and move-out, please go to www.freemanco.com/postshowFAQ.

Call Freeman's Exhibitor Services department at 773-473-7080 with any questions or needs you may have.

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Chicago, IL 60644
(773) 473-7080 Fax: (469) 621-5603
FreemanChicagoES@freemanco.com

**DISCOUNT PRICE
DEADLINE DATE
OCTOBER 24, 2011**

**INCLUDE THIS FORM
WITH YOUR ORDER**

NAME OF SHOW: **QUEST MIDWEST CONFERENCE 2011 / November 7 - 8, 2011**

COMPANY NAME: _____ BOOTH #: _____

ADDRESS: _____ BOOTH SIZE : _____ X

CITY/STATE/ZIP: _____

PHONE: _____ EXT.: _____ FAX #: _____

SIGNATURE: _____ PRINT NAME: _____

CONTACT'S E-MAIL: _____

E-MAIL FOR INVOICE: _____ Check if you are a new Freeman customer

Invoices will be sent by e-mail; please provide e-mail address of the person who reconciles your invoices if different than contact's email.

METHOD OF PAYMENT

BY SUBMITTING THIS FORM OR ORDERING MATERIALS OR SERVICES FROM FREEMAN, YOU AGREE TO BE BOUND BY ALL TERMS & CONDITIONS INCLUDED IN YOUR SERVICE MANUAL.

COMPANY CHECK
Please make check payable to: Freeman
Checks must be in U.S. funds drawn on a U.S. or Canadian bank. ("U.S. FUNDS" MUST BE PRE-PRINTED on Canadian checks.)
Please reference (275745) on your remittance.

CREDIT CARD
For your convenience, we will use this authorization to charge your credit card account for your advance orders, and any additional amounts incurred as a result of show site orders placed by your representative. These charges may include all Freeman companies, or any charges which Freeman may be obligated to pay on behalf of Exhibitor, including without limitation, any shipping charges. Please complete the information requested below:

BANK TRANSFER
Bank transfer to Bank of America, N.A.; Dallas, TX
Wire Transfer
ABA#: 026009593 ACCT# 1252039192 Freeman
International Wire Transfer
Swift Code: BOFAUS3N ACCT# 1252039192 Freeman
ACH Direct Deposit
ABA#: 111000012 ACCT# 1252039192 Freeman
Please reference Name of Show & Booth Number so we can properly credit your account.
Note: Customers are responsible for any bank processing fees.

AMERICAN EXPRESS **MASTER CARD** **VISA**

ACCOUNT NO.: _____ EXP. DATE: _____

CARDHOLDER NAME (PRINT): _____ SIGNATURE: _____

CARDHOLDER BILLING ADDRESS: _____

CITY/STATE/ZIP: _____

ENTER TOTALS HERE

FURNISHINGS & ACCESSORIES	CARPET	CLEANING/ SHAMPOOING	PORTER SERVICE	RENTAL EXHIBITS & ACCESSORIES	SIGNS	INSTALLATION LABOR	DISMANTLE LABOR
MATERIAL HANDLING	RIGGING INSTALLATION	RIGGING DISMANTLE	EXHIBIT TRANSPORTATION	HANGING SIGNS	UTILITIES	GRAND TOTAL	

- Remember to order in advance to save time and money. You may place your order by phone, fax, mail, or use our online ordering service at: www.freemanco.com/store.
- Orders received without payment or after the discount price deadline date will be charged at the standard price.
- Copies of invoices may be picked up from the Service Desk prior to show closing.
- If you have questions or need assistance with any items not listed, please call and ask for your Exhibitor Services Representative.

TELL US WHAT YOU THINK

Freeman is committed to providing great customer service. To help us serve you more effectively in the future, please visit the URL address below upon the completion of your show to provide feedback. Your input will provide the insight needed to ensure that our customer service is in line with your expectations.
<http://feedback.freemanco.com/?275745>

FREEMAN method of payment

F R E E M A N

5040 W Roosevelt Rd
Chicago, IL 60644
(773) 473-7080 Fax: (469) 621-5603
FreemanChicagoES@freemanco.com

QUEST MIDWEST CONFERENCE 2011 / November 7 - 8, 2011

In order to authorize Freeman to invoice a third party for payment of services rendered to exhibitors, both the exhibiting company and the third party must complete this form and return it at least 14 days prior to show move-in.

EXHIBITING COMPANY AUTHORIZATION OF THIRD PARTY BILLING

"We understand and agree that we, the exhibiting company, are ultimately responsible for payment of charges and agree by submitting this form or ordering materials or services from Freeman, to be bound by all terms and conditions as described in the Terms & Conditions section of this service manual. In the event that 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 exhibiting company. All invoices are due and payable upon receipt, by either party. The items checked below are to be invoiced to the third party."

BY SUBMITTING THIS FORM OR ORDERING MATERIALS OR SERVICES FROM FREEMAN, YOU AGREE TO BE BOUND BY ALL TERMS & CONDITIONS INCLUDED IN YOUR SERVICE MANUAL.

EXHIBITOR NAME: (PLEASE PRINT)

EXHIBITOR SIGNATURE:

DATE:

EXHIBITING COMPANY INFORMATION

EXHIBITING COMPANY NAME:

BOOTH #:

EXHIBITING COMPANY ADDRESS:

CITY/STATE/ZIP:

PHONE:

EXT.

FAX:

CONTACT'S E-MAIL:

Indicate which services are to be invoiced to the Third Party:

- | | |
|---|---|
| <input type="checkbox"/> ALL FREEMAN SERVICES | <input type="checkbox"/> FREEMAN EXHIBIT TRANSPORTATION |
| <input type="checkbox"/> I&D LABOR/SUPERVISION | <input type="checkbox"/> RENTAL FURNITURE/CARPET/SIGNS |
| <input type="checkbox"/> MATERIAL HANDLING/IN & OUT | <input type="checkbox"/> BOOTH CLEANING |
| <input type="checkbox"/> UTILITIES | <input type="checkbox"/> OTHER _____ |

THIRD PARTY COMPANY INFORMATION

THIRD PARTY COMPANY NAME:

CONTACT NAME:

THIRD PARTY BILLING ADDRESS:

CITY/STATE/ZIP:

PHONE:

EXT:

FAX:

CONTACT'S E-MAIL:

E-MAIL FOR INVOICE:

Invoices will be sent by e-mail; please provide the e-mail address of the person who reconciles your invoices if different than contact's e-mail.

THIRD PARTY CREDIT CARD AUTHORIZATION

- AMERICAN EXPRESS MASTERCARD VISA

CREDIT CARD ACCOUNT NO:

EXP. DATE:

CARDHOLDER NAME (PLEASE PRINT):

CARD TYPE:

AUTHORIZED SIGNATURE:

CARDHOLDER BILLING ADDRESS:

CITY/STATE/ZIP:

05/10 (275745)

Freeman third party authorization

F R E E M A N

5040 W Roosevelt Rd
Chicago, IL 60644
(773) 473-7080 Fax: (469) 621-5603
FreemanChicagoES@freemanco.com

**DISCOUNT PRICE
DEADLINE DATE
OCTOBER 24, 2011**

**INCLUDE THE FREEMAN METHOD OF
PAYMENT FORM WITH YOUR ORDER**

NAME OF SHOW: **QUEST MIDWEST CONFERENCE 2011 / November 7 - 8, 2011**

COMPANY NAME: _____ BOOTH #: _____ BOOTH SIZE: **X**

CONTACT NAME : _____ PHONE #: _____

E-MAIL ADDRESS : _____

For Assistance, please call (773) 473-7080 to speak with one of our experts

For fast, easy ordering, go to www.freemanco.com/store

FURNISHINGS

Qty	Part #	Description	Discount Price	Standard Price	Total
PAGE 1					
___	N71085	Forestdale Chair	137.55	178.80	___
___	N71088	Black Diamond Stool	203.55	264.60	___
___	N71089	Black Diamond Side Chair	128.30	166.80	___
___	N71090	Black Diamond Arm Chair	161.40	209.80	___
___	C115103	Studio Black Cocktail Table	216.70	281.70	___
___	C115104	Studio Black End Table	187.35	243.55	___
___	N75079	Orion Computer Kiosk	457.75	595.10	___

Display Cylinders					
___	N75020	Black Display Cylinder/Low	240.70	312.90	___
___	N75021	Black Display Cylinder/Med....	240.70	312.90	___
___	N75022	Black Display Cylinder/Lg	240.70	312.90	___

PAGE 2					
___	C210108	Limerick® Chair by Herman Miller	90.65	117.85	___
___	C210112	Casey Padded Stool.....	117.80	153.15	___
<input type="checkbox"/> Black <input type="checkbox"/> Gray					

Pedestal Tables - SoHo Series					
___	N72066	Black-top Mini 18"W x 18"H	105.90	137.65	___
___	N72069	Black-top Cafe 24"W x 30"H ...	181.95	236.55	___
___	N72070	Black-top Bistro 24"W x 42"H ..	181.95	236.55	___
___	N72067	Black-top Café Table 36"x30"	237.35	308.55	___
___	N72068	Black-top Bistro Table 36"x42"	259.15	336.90	___

Pedestal Tables - Chelsea Series - Butcher Block Top					
___	N72063	Café Table 30"W x 30"H	213.95	278.15	___
___	N72064	Café Table 36"W x 30"H	213.95	278.15	___
___	N720163	Bistro Table 30"W x 42"H	213.95	278.15	___
___	N720164	Bistro Table 36"W x 42"H	213.95	278.15	___

Qty	Part #	Description	Discount Price	Standard Price	Total
PAGE 2 (continued)					
Draped Tables - Tables are 24" wide					
<input type="checkbox"/> Black <input type="checkbox"/> Blue <input type="checkbox"/> Burgundy <input type="checkbox"/> Dark Green <input type="checkbox"/> Gold <input type="checkbox"/> Gray <input type="checkbox"/> Plum <input type="checkbox"/> Red <input type="checkbox"/> Teal <input type="checkbox"/> White					
___	C130330	Draped Table 3'L x 30"H	120.85	157.10	___
___	C130430	Draped Table 4'L x 30"H	136.55	177.50	___
___	C130630	Draped Table 6'L x 30"H	158.35	205.85	___
___	C130830	Draped Table 8'L x 30"H	176.90	229.95	___
___	C12404630	4th Side Drape 6'L x 30"H	37.60	48.90	___
___	C12404830	4th Side Drape 8'L x 30"H	37.60	48.90	___
___	C130342	Draped Counter 3'L x 42"H ...	159.45	207.30	___
___	C130442	Draped Counter 4'L x 42"H ...	167.20	217.35	___
___	C130642	Draped Counter 6'L x 42"H ...	184.00	239.20	___
___	C130842	Draped Counter 8'L x 42"H ...	214.05	278.25	___
___	C12404642	4th Side Drape 6'L x 42"H ..	50.65	65.85	___
___	C12404842	4th Side Drape 8'L x 42"H ..	50.65	65.85	___

Undraped Tables - Tables are 24" wide					
___	C131330	Undraped Table 3'L x 30"H ..	41.85	54.40	___
___	C131430	Undraped Table 4'L x 30"H ..	47.95	62.35	___
___	C131630	Undraped Table 6'L x 30"H ..	64.25	83.55	___
___	C131830	Undraped Table 8'L x 30"H ..	77.20	100.35	___
___	C131342	Undraped Counter 3'Lx42"H	72.35	94.05	___
___	C131442	Undraped Counter 4'Lx42"H	78.45	102.00	___
___	C131642	Undraped Counter 6'Lx42"H	94.15	122.40	___
___	C131842	Undraped Counter 8'Lx42"H	107.30	139.50	___

MISCELLANEOUS					
___	C220134	Chrome Easel	50.15	65.20	___
___	220107	Wastebasket	22.85	29.70	___

Special Drape					
<input type="checkbox"/> Black <input type="checkbox"/> Blue <input type="checkbox"/> Burgundy <input type="checkbox"/> Dark Green <input type="checkbox"/> Gold <input type="checkbox"/> Gray <input type="checkbox"/> Plum <input type="checkbox"/> Red <input type="checkbox"/> Teal <input type="checkbox"/> White					
___	12103	Special Drape 3'H (per ft.)	19.15	24.90	___
___	12108	Special Drape 8'H (per ft.) ...	26.00	33.80	___

TOTAL COST					
___	Sub-Total	+	___	=	___
			0 %Tax	Total Cost	

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 FreemanChicagoES@freemanco.com

**INCLUDE THE FREEMAN METHOD OF
 PAYMENT FORM WITH YOUR ORDER**

FREEMAN cleaning

NAME OF SHOW: **QUEST MIDWEST CONFERENCE 2011 / November 7 - 8, 2011**

COMPANY NAME: _____ BOOTH #: _____ BOOTH SIZE: _____ X

CONTACT NAME : _____ PHONE #: _____

E-MAIL ADDRESS : _____

For Assistance, please call (773) 473-7080 to speak with one of our experts.

For fast, easy ordering, go to www.freemanco.com/store

CLEANING SERVICES

- Cleaning Services include vacuuming of booth area and emptying wastebasket at time of vacuuming.
- Prices are based on total square footage of booth regardless of area to be cleaned.
- 100 sq. ft. minimum.
- Our exclusive cleaning contract for this show will not permit other service contractors, including exhibitor appointed contractors to provide this service.
- **Show Site Prices will apply to all cleaning orders placed at show site.**

VACUUMING (per sq. ft. - 100 sq. ft. minimum)

Qty (sq. ft.)	Part #	Description	Advance Price	Show Site Price	Total
_____	610100	Booth Vacuuming - One Time35	.45	_____
_____	610200	Booth Vacuuming - 2 Days85	1.10	_____
_____	610300	Booth Vacuuming - 3 Days	N/A	N/A	_____
_____	610400	Booth Vacuuming - 4 Days	N/A	N/A	_____

• Includes emptying of your booth's wastebasket(s) at the time of vacuuming.

SHAMPOOING (per sq ft - 100 sq ft minimum)

Qty (sq. ft.)	Part #	Description	Advance Price	Show Site Price	Total
_____	630100	Shampoo Carpet - One Time85	1.10	_____
_____	630200	Shampoo Carpet - 2 Days	N/A	N/A	_____
_____	630300	Shampoo Carpet - 3 Days	N/A	N/A	_____

PORTER SERVICE (per day)

Qty (# days)	Part #	Description	Advance Price	Show Site Price	Total
_____	620500	Exhibit Area / Under 500 sq.ft.	63.50	82.55	_____
_____	6201500	Exhibit Area / 501 - 1,500 sq. ft.	83.40	108.40	_____
_____	6202500	Exhibit Area / 1,501 - 2,500 sq. ft.	105.25	136.85	_____
_____	6203500	Exhibit Area / Over 2,500 sq.ft.....	Call for Quote		

TOTAL COST

_____	+	_____	=	_____
Sub-Total		N/A %Tax		Total Cost

CHICAGO AREA UNION JURISDICTIONS

All exhibit and display work in the Chicago area must be done by union personnel.

There are six major unions that have jurisdiction over tradeshow. The following guidelines will help you in preparing your exhibit to conform to union jurisdiction and adherence to them can save you a substantial amount of money.

TEAMSTER UNION

Teamsters handle all freight inside the exhibit hall. They unload all trucks or vehicles, deliver the material to your booth and remove and reload material at the close of the show. The only exceptions to this are, machinery, which is handled by the Riggers and Machinery Movers Union, and small items which can be easily carried by one person, in one trip, without the aid of flat trucks, dollies, etc.

Exhibitor may carry in small packages including pop-up booths provided they can be hand-carried.

MACHINERY MOVERS & RIGGERS

Riggers, as members of the union are usually referred to, handle all machines. This includes unloading machines from trucks, moving the materials to your booth and uncrating them if necessary. Riggers also remove skids and reskid machines and spot the machines in your booth.

The weight of your machine and its size dictate the number of riggers you will need. As an example, if you require a forklift you must have a full crew of riggers (three persons). If the machine is small and can be handled by one or two persons, you will not be required to use a full crew.

Exhibitors may carry computers or appliances provided it can be reasonably done by hand.

Exhibitors may remove small computers and appliances from the crate or box provided that it can be done without a forklift or any power equipment.

On computer equipment and small appliances, crew sizes for operations requiring a rigger will be determined by the size of the job. If only one person is needed to do the work, then only one rigger will be required.

CARPENTERS UNION

Carpenters handle the erection and dismantling of display and exhibit booths. This includes all display work with the exception of machinery, signs or lighted headers, unless the sign or header is a permanently attached part of the display. Carpenters also recreate machines for outbound loading.

Exhibitors may set up and dismantle pop-up displays in booths of 10' x 10' or less. A pop-up display shall be defined as a display system of ten feet or less, that can be set up by one person in 1/2 hour or less, without the use of tools. Pop-up displays larger than 10 feet will require union labor.

CHICAGO AREA UNION JURISDICTIONS

DECORATORS UNION

Decorators handle installation of signs, drape background, table skirting, and other items of a decorative nature that must be done after a display background is erected, such as photos, and framed and unframed pictures.

Exhibitors may hang their own corporate logos, small pictures and graphics when such items are designed to be attached by pre-set velcro strips, permanently mounted hooks or snaps.

Exhibitors may set up and take down 10' x 10' displays ("pop-ups") if one person can accomplish the task in 1/2 hour or less without the use of tools.

Exhibitors may skirt table(s) provided they do it with their own custom fit skirts, without the use of staples, snaps or velcro.

Exhibitors may blow up balloons provided they are not used in the display.

ELECTRICAL UNION

Electricians handle all electrical work, which includes supplying power lines to your booth, connecting equipment to the proper outlets, and installing any signs or headers that are lighted, unless they are permanently attached to the exhibit backwall.

GENERAL PROVISIONS

In each case where these rules indicate that an "exhibitor may" do something, this is interpreted to mean a full-time employee of the exhibiting company (full time throughout the year. Verifiable documentation must be provided upon request).

Reasonable judgement must be used in determining when a task is so large or so time consuming as to require professional union labor.

WHAT YOU CAN DO WITHOUT UNIONS IN THE CHICAGO AREA

Contrary to popular belief, exhibitors are allowed to do a few jobs in the comfort and privacy of their own booth. Hopefully this guideline will help.

Exhibitors are allowed to unpack and repack their own product. This does not mean that because your product is a 10 ton assembly line, and is shipped in pieces, that you can assemble it; it means that if you are displaying some type of merchandise that comes in boxes, you can unpack and set out for display providing no tools are required to open boxes. Exhibitors are allowed to do the technical work on their machines, example: fine line balancing, programming, additional electrical work, in most cases, and cleaning of the machines.

Please return form to:

**DEADLINE DATE
OCTOBER 24, 2011**

<p>QUEST INTL USERS GROUP 2365 HARRODSBURG RD STE A325 LEXINGTON, KY 40504-3366 Attn: STACY MUIR Phone: (859) 425-5020 Fax: (859) 226-4321</p>

NAME OF SHOW: **QUEST MIDWEST CONFERENCE 2011 / NOVEMBER 7-8, 2011**

EXHIBITING COMPANY NAME: _____ BOOTH #: _____

PRINT NAME: _____ BOOTH SIZE: _____ X _____

SIGNATURE: _____ DATE: _____

If your company plans to use a firm which is not the official service contractor as designated by Show Management, please complete this form and mail to the address listed above.

Company Name: _____ Booth No.: _____

Contact at Show: _____

Exhibitor Appointed Contractor: _____

Address of Contractor: _____

Type of Service to be Performed: _____

*Inform your **Exhibitor Appointed Contractor** that they **MUST** send a copy of their General Liability Insurance Certificate no later than **30 days** prior to the first day of exhibitor move-in or they will not be permitted to service your exhibit.*

It is the responsibility of the exhibitor to see that each representative of an Exhibitor Appointed Contractor abides by the official rules and regulations of this event.

This form must be received by OCTOBER 7, 2011.

NOTIFICATION OF INTENT TO USE EAC

F R E E M A N

5040 West Roosevelt Road
 Chicago, Illinois 60644-1436
 (773) 473-7080 • Fax (469) 621-5603
 Email: FreemanChicagoES@freemanco.com

**DISCOUNT PRICE
 DEADLINE DATE
 OCTOBER 24, 2011**

**INCLUDE THE FREEMAN METHOD OF
 PAYMENT FORM WITH YOUR ORDER**

FREEMAN carpenter installation & dismantle

NAME OF SHOW: QUEST MIDWEST CONFERENCE 2011 / NOVEMBER 7-8, 2011
 COMPANY NAME _____ BOOTH #: _____
 CONTACT NAME: _____ PHONE #: _____
 E-MAIL ADDRESS _____

For Assistance, please call 773-473-7080 to speak with one of our experts.

For fast, easy ordering go to www.freemanco.com/store

CARPENTER LABOR (One Hour Minimum per Worker)

Description	Advance Price Per Hour	Show Site Price Per Hour
Straight Time - 8:00 a.m. to 4:30 p.m. Monday through Friday	\$ 89.00	\$ 157.44
Overtime - 4:30 p.m. to 8:30 p.m. Monday through Friday; 6:00 a.m. - 6:30 p.m. Saturday	\$ 139.00	\$ 245.89
<small>**If a Display Laborer has not worked eight (8) straight time hours on that day between 8:00 a.m. and 4:30 p.m., Monday through Friday (Holidays excluded), Double Time rates will apply for that day during the hours of 6:30 p.m. to 8:30 p.m., Monday through Friday.**</small>		
Double Time - 8:30 PM - 8:00 AM Monday through Friday (unless noted above); Before 6:00 a.m. and after 6:30 p.m. Saturday; ALL DAY Sunday and Holidays.	\$ 178.00	\$ 314.88
NOTE: On the break of a show occurring on Monday through Friday, work performed from: 4:30 P.M. to 8:30 P.M. shall be charged in Straight Time; from 8:30 P.M. to Midnight shall be charged at Overtime (time and a half).		

- **Show Site prices will apply to all labor orders placed at show site.**
 - Price is per person/per hour
 - Start time guaranteed only when labor is requested for the start of the working day (8:00 a.m.), unless the official set up time begins later in the day.
 - One hour minimum per man--labor thereafter is charged in half (1/2) hour increments.
 - Supervisor must check in at Service Desk to pick up laborers. Upon completion of work, supervisor must return to Service Desk to release laborers.
 - Labor must be cancelled in writing, 24 hours in advance to avoid a one (1) hour cancellation fee per worker.
 - When scheduling dismantle labor, be sure to allow sufficient time for empty containers to be returned to your booth.
 - Freeman supervising jobs will be completed at our discretion prior to show opening and before the hall must be cleared.
- Please include setup plan/photo, special instructions and inbound shipping information with this order.**

INSTALLATION LABOR

SUPERVISION BY FREEMAN I & D Please complete the information on the reverse side

- Exhibits are set up prior to exhibitor's arrival under the direction of Freeman I & D Supervisors.
- The charge for this service is **30%** of the total installation labor bill, with a minimum of **\$45.00**.

Emergency Contact: _____ Phone Number: _____

SUPERVISION BY EXHIBITOR PERSONNEL

Supervisor will be: _____ Phone Number: _____

Date	Time	No. of People	Approx. Hours	Total Hours	Hourly Rate	Total Estimated Cost
_____	_____	_____	x _____	= _____	@ \$ _____	= \$ _____
_____	_____	_____	x _____	= _____	@ \$ _____	= \$ _____
Freeman Supervision (30%/\$45.00)						= \$ _____
Total Installation						= \$ _____

DISMANTLE LABOR

SUPERVISION BY FREEMAN I & D Please complete the information on the reverse side

- Freeman is not responsible for product or literature that is not properly packed and labeled by exhibitor.
- The charge for this service is **30%** of the total dismantle labor bill, with a minimum of **\$45.00**.

Emergency Contact: _____ Phone Number: _____

SUPERVISION BY EXHIBITOR PERSONNEL

Supervisor will be: _____ Phone Number: _____

Date	Time	No. of People	Approx. Hours	Total Hours	Hourly Rate	Total Estimated Cost
_____	_____	_____	x _____	= _____	@ \$ _____	= \$ _____
_____	_____	_____	x _____	= _____	@ \$ _____	= \$ _____
Freeman Supervision (30%/\$45.00)						= \$ _____
Total Dismantle						= \$ _____

NAME OF SHOW: **QUEST MIDWEST CONFERENCE 2011 / NOVEMBER 7-8, 2011**

COMPANY NAME: _____ BOOTH #: _____ BOOTH SIZE: **X**

CONTACT NAME: _____ PHONE #: _____

EMAIL ADDRESS: _____

FREEMAN SUPERVISED LABOR

IN ORDER TO BETTER SERVE YOU--PLEASE COMPLETE THE FOLLOWING INFORMATION IF YOUR DISPLAY IS TO BE SET-UP AND/OR DISMANTLED BY FREEMAN AND YOU WILL NOT BE PRESENT TO SUPERVISE THE INSTALLATION AND/OR DISMANTLE.

INBOUND SHIPPING INFORMATION AND SET-UP INFORMATION:

Freight will be shipped to: Warehouse _____ Show Site _____ Date _____

Total No. of: Crates _____ Cartons _____ Fiber Cases _____

Other (Specify) _____

Setup Plan/Photo: Attached _____ To Be Sent With Exhibit _____ In Crate No. _____

Carpet: With Exhibit _____ Rented From Freeman _____ Color _____ Size _____

Electrical Placement: Drawing Attached _____ Drawing With Exhibit _____ Electrical Under Carpet _____

Comments: _____

Graphics: With Exhibit _____ Shipped Separately _____

Comments: _____

Special Tools/Hardware Required: _____

OUTBOUND SHIPPING INFORMATION:

Ship To: _____

METHOD OF SHIPMENT

FREEMAN EXHIBIT TRANSPORTATION

Common Carrier

Air Freight

Next Day

2nd Day

Deferred

OTHER CARRIER: (Please indicate the carrier's name)

Other Common Carrier: _____

Other Air Freight: _____

Van Line: _____

FREIGHT CHARGES

Prepaid

Collect

Bill To: _____

In the event your selected carrier fails to show on final move-out day, please select on of the following options:

Reroute via Freeman's choice

Delivery back to warehouse at Exhibitor's Expense.

PLEASE NOTE: Freeman will not be responsible for product or literature that is not properly packed and labeled by exhibitor personnel.

F R E E M A N

5040 West Roosevelt Road
 Chicago, Illinois 60644-1436
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 Email: FreemanChicagoES@freemanco.com

**DISCOUNT PRICE
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NAME OF SHOW: QUEST MIDWEST CONFERENCE 2011 / NOVEMBER 7-8, 2011
 COMPANY NAME _____ BOOTH #: _____
 CONTACT NAME: _____ PHONE #: _____
 E-MAIL ADDRESS _____

For Assistance, please call 773-473-7080 to speak with one of our experts.

For fast, easy ordering go to www.freemanco.com/store

DECORATOR LABOR (One Hour Minimum per Worker)

Description	Advance Price Per Hour	Show Site Price Per Hour
Straight Time - 8:00 A.M. to 4:30 P.M. Monday through Friday	\$ 89.00	\$ 157.44
Overtime - 4:30 P.M. to 8:30 P.M. Monday through Friday and 8:00 A.M. to 4:30 P.M. Saturday	\$ 139.00	\$ 245.89
Double Time - 8:30 PM - 8:00 AM Monday through Friday, 4:30 P.M. - 12:00 Midnight Saturday, ALL DAY Sunday and Holidays.....	\$ 178.00	\$ 314.88

NOTE: On the break of a show occurring on Monday through Friday, work performed from: 4:30 P.M. to 8:30 P.M. shall be charged in Straight Time; from 8:30 P.M. to Midnight shall be charged at Overtime (time and a half).

Show Site prices will apply to all labor orders placed at show site.

- Price is per person/per hour
 - Start time guaranteed only when labor is requested for the start of the working day (8:00 a.m.), unless the official set up time begins later in the day.
 - One hour minimum per man--labor thereafter is charged in half (1/2) hour increments.
 - Supervisor must check in at Service Desk to pick up laborers. Upon completion of work, supervisor must return to Service Desk to release laborers.
 - Labor must be cancelled in writing, 24 hours in advance to avoid a one (1) hour cancellation fee per worker.
 - When scheduling dismantle labor, be sure to allow sufficient time for empty containers to be returned to your booth.
 - Freeman supervising jobs will be completed at our discretion prior to show opening and before the hall must be cleared.
- Please include setup plan/photo, special instructions and inbound shipping information with this order.

INSTALLATION LABOR

SUPERVISION BY FREEMAN I & D Please complete the information on the reverse side

- Exhibits are set up prior to exhibitor's arrival under the direction of Freeman I & D Supervisors.
- The charge for this service is **30%** of the total installation labor bill, with a minimum of **\$45.00**.

Emergency Contact: _____ Phone Number: _____

SUPERVISION BY EXHIBITOR PERSONNEL

Supervisor will be: _____ Phone Number: _____

Date	Time	No. of People	Approx. Hours	Total Hours	Hourly Rate	Total Estimated Cost
_____	_____	_____	x _____	= _____	@ \$ _____	= \$ _____
_____	_____	_____	x _____	= _____	@ \$ _____	= \$ _____
Freeman Supervision (30%/\$45.00)						= \$ _____
Total Installation						= \$ _____

DISMANTLE LABOR

SUPERVISION BY FREEMAN I & D Please complete the information on the reverse side

- Freeman is not responsible for product or literature that is not properly packed and labeled by exhibitor.
- The charge for this service is **30%** of the total dismantle labor bill, with a minimum of **\$45.00**.

Emergency Contact: _____ Phone Number: _____

SUPERVISION BY EXHIBITOR PERSONNEL

Supervisor will be: _____ Phone Number: _____

Date	Time	No. of People	Approx. Hours	Total Hours	Hourly Rate	Total Estimated Cost
_____	_____	_____	x _____	= _____	@ \$ _____	= \$ _____
_____	_____	_____	x _____	= _____	@ \$ _____	= \$ _____
Freeman Supervision (30%/\$45.00)						= \$ _____
Total Dismantle						= \$ _____

FREEMAN decorator installation & dismantle

FREEMAN

(800) 995-3579 Toll Free US & Canada
(817) 607-5000 Local & International

COMPLETE THIS FORM ONLY IF YOU ARE
SHIPPING YOUR EXHIBIT MATERIALS BY
FREEMAN EXHIBIT TRANSPORTATION

NAME OF SHOW: **QUEST MIDWEST CONFERENCE 2011 / November 7 - 8, 2011**

COMPANY NAME: _____ BOOTH #: _____ BOOTH SIZE: _____ X

CONTACT NAME : _____ PHONE #: _____

E-MAIL ADDRESS : _____

For Assistance, please call applicable number listed above to speak with one of our experts.

For fast, easy ordering, go to www.freemanco.com/store

EXHIBIT TRANSPORTATION

TIPS FOR EASY ORDERING

- Credit card information must be on file prior to pick up, as charges will be included on your show services invoice.
- International Exhibitors remember - Shipments originating from countries other than the U.S. must be cleared through customs. Please call for additional information:
(800) 995-3579 Toll Free US & Canada
(817) 607-5000 Local & International

COMPLETE THE FOLLOWING ITEMS ON THIS FORM:

PICK UP INFORMATION

Requested Pick Up Date: _____

SHIPPER NAME _____

SHIPPER ADDRESS _____

(City) (State) (Zip)

DESTINATION

- I will be shipping to the **WAREHOUSE**

FREEMAN / Exhibiting Company Name / Booth #

QUEST MIDWEST CONFERENCE 2011

C/O: FREEMAN
2500 WEST 35TH STREET
CHICAGO, IL 60632

MUST BE DELIVERED BY OCTOBER 31, 2011

- I will be shipping to **SHOW SITE**

FREEMAN / Exhibiting Company Name / Booth #

QUEST MIDWEST CONFERENCE 2011

C/O: FREEMAN
WESTIN OHARE
6100 N RIVER RD
ROSEMONT, IL 600185128

CANNOT BE DELIVERED BEFORE NOVEMBER 07, 2011

TYPE OF SERVICE

- Next Day Air: Delivery next business day by 5:00 PM
 Second Day Air: Delivery second business day by 5:00 PM
 3-5 Day Service: Delivery within 3 - 5 business days
 Declared Value \$ _____

Air Transportation charges are billed by Dimensional or Actual Weight, whichever is greater.

- Standard Ground: Dependent on distance
 Expedited Ground: Tailored to specific requirements
 Specialized: Pad wrapped, uncrated, truck load

SHIPPING INFORMATION

Items to be shipped

Number of Pieces	Est. Weight
____ Crates (wooden)	_____
____ Cartons (cardboard)	_____
____ Cases/Trunks (fiber) (color _____)	_____
____ Skids/Pallets	_____
____ Carpet (color _____)	_____
____ Other (_____)	_____
____ Total	_____

Size of largest piece: (H) _____ (W) _____ (L) _____

NOTE: Shipments will be weighed and measured prior to delivery.

OUTBOUND SHIPPING

- I would like to schedule outbound Freeman Exhibit Transportation. Please provide me with a Material Handling Agreement at show site for my shipping instructions and signature. So we may print your Outbound Material Handling Agreement and labels, please complete the following information **if different from pick up address:**

Ship to address:

Number of Labels : _____

**FAX THIS COMPLETED FORM TO:
(469) 621-5810**

**A TRANSPORTATION SPECIALIST
WILL CALL YOU TO CONFIRM
RECEIPT OF ORDER AND
FINALIZE DETAILS.**

SHOW # (275745) _____

FREEMAN exhibit transportation

F R E E M A N

F R E E M A N

R U S H

R U S H

DO NOT DELAY

DO NOT DELAY

MUST DELIVER BY OCTOBER 31, 2011

MUST DELIVER BY OCTOBER 31, 2011

TO: _____

EXHIBITOR NAME

TO: _____

EXHIBITOR NAME

C/O: FREEMAN

2500 WEST 35TH STREET

CHICAGO, IL 60632

C/O: FREEMAN

2500 WEST 35TH STREET

CHICAGO, IL 60632

WAREHOUSE

WAREHOUSE

EVENT: QUEST MIDWEST CONFERENCE 2011

EVENT: QUEST MIDWEST CONFERENCE 2011

BOOTH NO: _____ **NO.** _____ **OF** _____ **PCS**

BOOTH NO: _____ **NO.** _____ **OF** _____ **PCS**

THE ABOVE LABELS ARE PROVIDED FOR YOUR CONVENIENCE.
PLACE ONE ON EACH PIECE SHIPPED TO ENSURE PROPER DELIVERY.
IF MORE LABELS ARE NEEDED, COPIES ARE ACCEPTABLE.

F R E E M A N

F R E E M A N

R U S H

R U S H

DO NOT DELAY

DO NOT DELAY

CANNOT DELIVER BEFORE NOVEMBER 07, 2011

CANNOT DELIVER BEFORE NOVEMBER 07, 2011

TO:

EXHIBITOR NAME

TO:

EXHIBITOR NAME

**C/O: FREEMAN
WESTIN OHARE
6100 N RIVER RD**

**C/O: FREEMAN
WESTIN OHARE
6100 N RIVER RD**

ROSEMONT, IL 600185128

ROSEMONT, IL 600185128

SHOW SITE

SHOW SITE

EVENT: QUEST MIDWEST CONFERENCE 2011

EVENT: QUEST MIDWEST CONFERENCE 2011

BOOTH NO: _____ NO. _____ OF _____ PCS

BOOTH NO: _____ NO. _____ OF _____ PCS

THE ABOVE LABELS ARE PROVIDED FOR YOUR CONVENIENCE.
PLACE ONE ON EACH PIECE SHIPPED TO ENSURE PROPER DELIVERY.
IF MORE LABELS ARE NEEDED, COPIES ARE ACCEPTABLE.

WHAT ARE FREIGHT SERVICES?

As the official service contractor, Freeman is the exclusive provider of freight services. Material handling includes unloading your exhibit material, storing up to 30 days in advance at the warehouse address, delivering to the booth, the handling of empty containers to and from storage, and removing of material from the booth for reloading onto outbound carriers. It should not be confused with the cost to transport your exhibit material to and from the convention or event. You have two options for shipping your advance freight — either to the warehouse or directly to show site.

How do I ship to the warehouse?

- We will accept freight beginning 30 days prior to show move-in.
- To check on your freight arrival, call Exhibitor Services at the location listed on Quick Facts.
- To ensure timely arrival of your materials at show site, freight should arrive by the deadline date listed on Quick Facts. Your freight will still be received after the deadline date, but additional charges will be incurred.
- The warehouse will receive shipments Monday through Friday, except holidays. Refer to Quick Facts for warehouse hours. No appointment is necessary.
- The warehouse will accept crates, cartons, skids, trunks/cases and carpets. Loose or pad-wrapped material must be sent directly to show site.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
- Certified weight tickets must accompany all shipments.
- Warehouse freight will be delivered to the booth prior to exhibitor setup.
- Please call the number located on Quick Facts if you want to ship oversized material that requires special equipment to the warehouse.

How do I ship to show site?

- Freight will be accepted only during exhibitor move-in. Please refer to Quick Facts for the specific exhibitor move-in dates and times.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
- Certified weight tickets must accompany all shipments.

What about prepaid or collect shipping charges?

- Collect shipments will be returned to the delivery carrier.
- To ensure that your freight does not arrive collect, mark your bill of lading “prepaid.”
- “Prepaid” designates that the transportation charges will be paid by the exhibitor or a third party.

How should I label my freight?

- The label should contain the exhibiting company name, the booth number and the name of the event.
- The specific shipping address for either the warehouse or show site is located on Quick Facts.

How do I estimate my Material Handling charges?

- Charges will be based on the weight of your shipment. Each shipment received is considered separately. The shipment weight will be rounded to the next 100 pounds. Each 100 pounds is considered one “cwt.” (one hundred weight). All shipments are subject to reweigh.
- On the Order Form, select whether the freight will arrive at the warehouse or be sent directly to show site.
- Next, select the category that best describes your shipment. There are three categories of freight:

Crated: material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.

Special Handling: material delivered by the carrier in such a manner that it requires additional handling, such as ground unloading, stacked and constricted space unloading, designated piece unloading, loads mixed with pad-wrapped material, loads failing to maintain shipping integrity, carpet and/or pad-only shipments, and shipments that require additional time, equipment or labor to unload. Federal Express and UPS are included in this category due to their delivery procedures.

Uncrated: material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.

- Add overtime charges for inbound if material is delivered to the booth during the overtime period stated on Quick Facts. This includes both warehouse and show-site shipments.

- Add overtime charges for outbound if material is loaded onto the outbound carrier during the overtime period stated on Quick Facts.
- Add the late delivery charge listed on the Order Form if the shipment is accepted at the warehouse or at show site after the deadline date listed on Quick Facts.
- The above services, whether used completely or in part, are offered as a package and the charges will be based on the total inbound weight of the shipment.
- Shipments received without receipts or freight bills, such as UPS and Federal Express, will be delivered to the booth without guarantee of piece count or condition.

What happens to my empty containers during the show?

- Pick up “Empty Labels” at the Service Center. Place a label on each container. Labeled containers will be picked up periodically and stored in non-accessible storage during the show.
- At the close of the show, the empty containers will be returned to the booth in random order. Depending on the size of the show, this process may take several hours.

How do I protect my materials after they are delivered to the show or before they are picked up after the show?

- Consistent with trade show industry practices, there may be a lapse of time between the delivery of your shipment(s) to your booth and your arrival. The same is true for the outbound phase of the show — the time between your departure and the actual pick-up of your materials. During these times, your materials will be left unattended. We recommend that you arrange for a representative to stay with your materials or that you hire security services to safeguard your materials.

How do I ship my materials after the close of the show?

- Each shipment must have a completed Material Handling Agreement in order to ship materials from the show. All pieces must be labeled individually.
- To save time, complete and submit the Outbound Shipping Form in advance, or you may contact the Service Center at show site for your shipping documents. The Material Handling Agreement and labels will be processed and available prior to show closing.
- After materials are packed, labeled, and ready to be shipped, the completed Material Handling Agreement must be turned in at the Service Center.
- Call your designated carrier with pick-up information. Please refer to Quick Facts for specific dates and times. In the event your selected carrier fails to show on final move-out day, your shipment will either be rerouted to Freeman’s carrier choice or delivered back to the warehouse at exhibitor’s expense.
- For your convenience, show-recommended carriers will be on site to handle outbound transportation.

Where do I get a forklift?

- Forklift orders to install or dismantle your booth after materials are delivered may be ordered in advance or at show site. We recommend that you order in advance to avoid additional charges at show site. Refer to the Order Form for available equipment.
- Advance and show-site orders for equipment and labor will be dispatched once a company representative signs the labor order at the Service Center.
- Start time is guaranteed only when equipment is requested for the start of the working day.

Do I need insurance?

- Be sure your materials are insured from the time they leave your firm until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can be done by riders to your existing policies.
- All materials handled by Freeman are subject to the enclosed Terms and Conditions.

Other available services (may not be available in all locations)

- Cranes
- Scissor lifts, condors
- Access storage at show site
- Exhibit transportation services (see enclosed brochure)
- Security storage at show site
- Short-term and long-term warehouse storage
- Local pick-up and delivery
- Priority empty return

F R E E M A N

5040 West Roosevelt Road
 Chicago, Illinois 60644-1436
 (773) 473-7080 • Fax (469) 621-5603
 Email: FreemanChicagoES@freemanco.com

INCLUDE THE FREEMAN METHOD OF PAYMENT FORM WITH YOUR ORDER

FREEMAN material handling

NAME OF SHOW: QUEST MIDWEST CONFERENCE 2011 / NOVEMBER 7-8, 2011

COMPANY NAME _____ BOOTH #: _____

CONTACT NAME: _____ PHONE #: _____

E-MAIL ADDRESS _____

For Assistance, please call 773-473-7080 to speak with one of our experts.

Let Freeman OnLine® estimate your material handling charges for you. Log on to www.freemanco.com/store, select your show and click on "Estimate My Material Handling Costs". From Freeman OnLine you can print extra shipping labels, get tips on how to package your freight and much more.

MATERIAL HANDLING SERVICES

- Crated:** Material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.
- Special Handling:** Material delivered by a carrier in such a manner that it requires additional handling, such as ground unloading, stacked or constricted space unloading, designated piece unloading, shipment integrity, alternate delivery location, loads mixed with pad wrapped material, carpet and/or pad only shipments, no documentation and shipments that require additional time, equipment or labor to unload. **Federal Express, UPS, Airborne Express & DHL** are included in this category due to their delivery procedures.
 (See definitions on back)
- Uncrated:** Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.
- Straight Time -** 8:00 A.M. to 4:30 P.M. Monday through Friday
Overtime - 4:30 P.M. to 8:00 A.M. Monday through Friday; ALL DAY Saturday
Double Time- ALL DAY Sunday and Holidays
 (Overtime/Double Time will be applied to all freight received at the warehouse and/or show site that must be moved into or out of booth during above listed times.)

Description	Price per CWT	200 lbs. Minimum
-------------	---------------	------------------

RATE CLASSIFICATIONS:

Warehouse Shipment (200 lb. minimum)

Crated or Skidded Shipment	\$ 89.00	\$ 178.00
Special Handling Shipment	\$ 115.70	\$ 231.40

Showsite Shipment (200 lb. minimum)

Crated or Skidded Shipment	\$ 85.00	\$ 170.00
Special Handling Shipment	\$ 110.00	\$ 220.00
Uncrated or Pad Wrapped Shipment	\$ 143.00	\$ 286.00

Small Package - Maximum weight is 30 lbs. per shipment* \$ 40.50

* A small package shipment is a shipment totaling any number of pieces with a combined weight not to exceed 30 lbs. that is received on the same day, from the same shipper and delivered by the same carrier.

ADDITIONAL SURCHARGES:

Shipment Delivered after October 31, 2011 (in addition to above rates)

Warehouse Shipment after Deadline	\$ 27.75	\$ 55.50
Showsite Shipment after Deadline	\$ 29.20	\$ 58.40

Overtime Charge - Inbound/Outbound Monday-Friday & Saturday (in addition to above rates)

Crated or Skidded Shipment	\$ 29.20	\$ 58.40
Special Handling Shipment	\$ 37.95	\$ 75.90
Uncrated or Pad Wrapped Shipment	\$ 43.80	\$ 87.60

Double Time Charge - Inbound/Outbound Sunday, & Holidays (in addition to above rates)

Crated or Skidded Shipment	\$ 58.40	\$ 116.80
Special Handling Shipment	\$ 75.90	\$ 151.80
Uncrated or Pad Wrapped Shipment	\$ 87.60	\$ 175.20

Description	Weight	CWT	Price per CWT	Estimated Total Cost
	÷ 100 =			
Surcharges	÷ 100 =			

Tips to Save on Material Handling!

• **Consolidate shipments** (i.e. if minimum shipment weight is less than 200 lbs.)

- 3 Separate Shipments
- 60 lbs. charged @ 200 lbs. \$178.00
- 52 lbs. charged @ 200 lbs. \$178.00
- 65 lbs. charged @ 200 lbs. \$178.00 = \$534.00

- 1 Consolidated Shipment
- 3 pieces (1 shipment)
- 177 lbs. charged @200 lbs. = \$178.00

Added benefit - your shipments are less likely to get misplaced if they are packaged together with larger items.

Sub-Total	
TOTAL	

SPECIAL HANDLING DEFINITIONS

For frequently asked questions and material handling estimator tools, go to www.myfreemanonline.com

Special handling applies to shipments that are loaded by cubic space and/or packed in such a manner as to require additional labor/handling, such as ground unloading, constricted space unloading, designated piece unloading, carpet/pad only shipments or stacked shipments. Also included are shipment integrity, alternate delivery locations, mixed shipments and shipments without individual bills of lading. Shipments loaded in this manner require additional time, labor, or equipment to unload, sort, and deliver.

What is Ground Loading/Unloading?

Vehicles that are not dock height, preventing the use of loading docks, such as U-Hauls, flat bed trailers, double drop trailers, company vehicles with trailers that are not at dock level, etc.

What is Constricted Space Loading/Unloading?

Trailer loaded "high and tight" shipments that are not easily accessible. Freight is loaded to full capacity of trailer--top to bottom, side to side. One example of this is freight that is loaded down one side of a trailer that must be by-passed to reach target freight.

What is Designated Piece Loading/Unloading?

Drivers that require the loading crew to bring multiple pieces of the freight to the rear of the trailer to select the next piece, having to remove freight from the trailer then reload to fit or the trailer must be loaded in a sequence to ensure all items fit.

What are Stacked Shipments?

Shipments loaded in such a manner requiring multiple items to be removed to ground level for delivery to booth. Stacked or "cubed out" shipments, loose items place on top of crates and/or pallets constitute special handling.

What is Shipment Integrity?

Shipment integrity involves shipments on a carrier that are intermingled, or delivered in such a manner that additional labor is needed to sort through and separate the various shipments on a truck for delivery to our customers.

What is Alternate Delivery Location?

Alternate Delivery Location refers to shipments that are delivered by a carrier that requires us to deliver some shipments to different levels in the same building or to other buildings in the same facility.

What are Mixed Shipments?

Mixed shipments are defined as shipments of mixed crated and uncrated goods, where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment, but does require special handling. Freeman defines special handling for mixed loads as having less than 50% of the volume as uncrated.

What does it mean if I have "No Documentation"?

Shipments arrive from a small package carrier (including, among others, Federal Express, UPS, Airborne Express & DHL) without an individual Bill of Lading, requiring additional time, labor, and equipment to process.

What about Carpet Only Shipments?

Shipments that consist of carpet and/or carpet padding only require special handling because of additional labor and equipment to unload.

What is the difference between Crated and Uncrated Shipments?

Crated shipments are those that are packed in any type of shipping container that can be unloaded at the dock with no additional handling required. Such containers include crates, fiber cases, cartons, and properly packed skids. An uncrated shipment is material that is shipped loose or pad wrapped, and/or unskidded without proper lifting bars and hooks.

F R E E M A N

5040 W Roosevelt Rd
Chicago, IL 60644
(773) 473-7080 Fax: (469) 621-5603
FreemanChicagoES@freemanco.com

OUTBOUND MATERIAL HANDLING AND SHIPPING LABELS

NAME OF SHOW: **QUEST MIDWEST CONFERENCE 2011 / November 7 - 8, 2011**

COMPANY NAME: _____ BOOTH #: _____ BOOTH SIZE: _____ X

CONTACT NAME : _____ PHONE #: _____

E-MAIL ADDRESS : _____

For Assistance, please call (773) 473-7080 to speak with one of our experts.

For fast, easy ordering, go to www.freemanco.com/store

EVERY OUTBOUND SHIPMENT WILL REQUIRE A MATERIAL HANDLING AGREEMENT AND LABELS. WE WOULD BE HAPPY TO PREPARE THESE FOR YOU IN ADVANCE AND WILL DELIVER THEM TO YOUR BOOTH AT SHOW SITE TO REVIEW AND SIGN. TO TAKE ADVANTAGE OF THIS SERVICE, PLEASE COMPLETE AND RETURN THIS FORM.

SHIPPING INFORMATION

FROM: SHIPPER/EXHIBITOR NAME: _____

BILLING ADDRESS: _____

CITY: _____ STATE/ PROVINCE: _____ ZIP/ POSTAL CODE: _____

SHIP TO: COMPANY NAME: _____

DELIVERY ADDRESS: _____

CITY: _____ STATE/ PROVINCE: _____ ZIP/ POSTAL CODE: _____

PHONE#: _____ ATTN: _____

SPECIAL INSTRUCTIONS: _____

METHOD OF SHIPMENT

PLEASE CHECK DESIRED METHOD OF SHIPMENT BELOW

FREEMAN EXHIBIT TRANSPORTATION

- 1 Day: Delivery next business day
- 2 Day: Delivery by 5:00 P.M. second business day
- Expedited
- Deferred: Delivery within 3-4 business days
- Standard Ground
- Specialized: Pad wrapped, uncrated, or truckload
- OTHER COMMON CARRIER _____
- OTHER VAN LINE _____
- OTHER AIR FREIGHT _____
 - Next Day
 - 2nd Day
 - Deferred

CARRIER PHONE #: _____

Once your shipment is packed and ready to be picked up, please return the Material Handling Agreement to the Exhibitor Services Center.

Verify the piece count, weight and that a signature is on the Material Handling Agreement prior to shipping out.

SHIPMENTS WITHOUT PAPERWORK TURNED IN WILL BE RETURNED TO OUR WAREHOUSE AT EXHIBITOR'S EXPENSE.

Freeman will make arrangements for all Freeman Exhibit Transportation shipments. Arrangements for pick-up by other carriers is the responsibility of the exhibitor. During exhibitor move-out, when time permits, Freeman will attempt a courtesy phone call to your carrier to confirm the scheduled pick-up.

DESIRED NUMBER OF LABELS: _____

MOTOR CARGO

MOTOR CARGO SERVICE REQUEST AND SHIPPING INSTRUCTIONS CONTRACT

This Contract establishes your legal obligations with regard to the property described herein being shipped with Freeman Transportation. It specifically limits your rights and possible recovery if your property is lost or damaged. You must accept all terms and conditions of this Contract. You confirm that you have read and agree with all the terms and conditions of this Contract by receipt without contest. This Contract may not be waived or varied, except in writing, and then only by an authorized representative of Freeman.

1. **DEFINITIONS.** In this Contract, "Freeman" means Freeman Decorating Services, Inc., and its respective employees, officers, directors, agents, assigns, affiliated companies, and related entities including any contractors appointed by Freeman. The term "Shipper" means the person or business for whom the property is being transported, and includes their respective employees, officers, directors, agents, assigns, affiliated companies, and contractors appointed by the Shipper, excluding only Freeman. "Property" is all objects of any type received from the Shipper for transport by Freeman as described herein. "Consignee" is the party to whom Shipper has designated the goods are to be delivered.

2. **FINAL CONTRACT BETWEEN THE PARTIES.** In exchange for Shipper's payments and Freeman's services, which the parties have specified in this Contract, Freeman and Shipper each agree that this Contract shall govern their respective rights and obligations regarding transportation of Shipper's property. This Contract shall take effect when the property first comes into the physical possession of Freeman for inbound shipments and after loading on the applicable carrier for outbound shipments, and the responsibility of Freeman under same shall end when the property has been placed in the possession of the Consignee or the Consignee's designated agent. If any part or provision of this Contract is found by a court of competent jurisdiction to be void or unenforceable, the remainder of the Contract shall continue in full force and effect.

3. **FREEMAN'S RESPONSIBILITIES UNDER THE CONTRACT ARE LIMITED.** Freeman shall not be responsible for the performance of individuals or firms who are not under the direct supervision or control of Freeman. Freeman shall not be responsible for events or causes of loss, delay, or damage beyond its reasonable control, including (by way of illustration only, and not as a limitation on the breadth of this clause), strike, lockout, work slowdown or stoppage, power failure, breakdown of plant or machinery, facility failure, vandalism, theft, Act of God, effect of natural elements, riot, civil commotion or disturbance, terrorism, act of war or belligerent parties, and any other cause or causes beyond the reasonable control of Freeman. Freeman shall not be liable for delay caused by highway obstructions, or faulty or impassable highways, or lack of capacity of any highway, bridge, or ferry, or caused by breakdown or mechanical defects of vehicles or equipment, or from any cause other than the negligence of Freeman. Freeman shall not be bound to transport by any particular schedule, means, vehicle or otherwise, other than with reasonable dispatch.

4. **PACKAGING AND CRATES.** Shipper's property must be well packaged for safe and secure handling, storage and shipment using ordinary care. Freeman makes neither representation nor any warranty regarding the acceptability or suitability of any packaging system or procedure that Shipper might use for its property. Freeman shall not be responsible for damage to loose or uncrated materials, padwrapped or shrink-wrapped materials, glass breakage, concealed damage, carpets in bags or poly, or improperly packed or labeled materials. Crates and packaging should be of a design to adequately protect contents for handling by forklift and similar means. General guidance as to acceptable packaging systems and procedures may be found in publications such as the National Motor Freight Classification, published by the National Motor Freight Traffic Association.

5. **PERISHABLE GOODS.** Goods of a perishable nature are carried in dry trailers without environmental or atmospheric control or other special services unless Shipper states on the face of the "Service Request and Shipping Instructions" that the goods are to be carried in a refrigerated, heated, specially ventilated or otherwise specially equipped trailer. This carriage may be subject to additional charges. Shipper is responsible for bringing the goods to the proper temperature before loading the goods into the trailer, for the proper stowage of the goods within the trailer, and for setting the temperature (including maintenance and repair), during all times after the trailer is spotted by Freeman and before the trailer is received by Freeman. Freeman is not responsible for product deterioration caused by inherent vice, defects in the merchandise or transit times in excess of product shelf life. Refrigerated, heated, specially ventilated or otherwise specially equipped trailers are not equipped to change the temperature of goods (they are equipped only to maintain temperature). Shipper will give written notice of requested temperature setting of the thermostatic controls before receipt of the goods by Freeman. When a loaded trailer is received, Freeman will verify that the thermostatic controls are set to maintain trailer temperature as requested. Freeman is unable to determine whether the goods were at the proper temperature when they were loaded into the trailer or when the trailer is delivered to Freeman. Air temperature at the unit sensor will be maintained within a proper range of plus or minus 5 degrees Fahrenheit of the temperature requested by Shipper on the face of the "Service Request and Shipping Instructions" if the goods were at that temperature when loaded into the container and if the temperature controls were properly set when the container was loaded.

6. **REFUSED SHIPMENTS.** If the Consignee refuses a shipment tendered for delivery or if Freeman is unable to deliver a shipment because of fault or mistake of Freeman, Freeman's liability shall then become that of a warehouseman.

(a) Freeman shall promptly attempt to provide notice, by telephonic, electronic or written communication as provided on the face of these shipping instructions, if so indicated, to Shipper or the party, if any, designated in these instructions to receive notice.

(b) Storage charges, if applicable, shall start no sooner than the next business day following the attempted notification. Storage may be, at Freeman's option, in any location that provides reasonable protection against loss or damage. Freeman may place the shipment in public storage at the owner's expense and without liability to Freeman.

(c) If Freeman does not receive disposition instructions within 48 hours of the time of Freeman's attempted first notification, Freeman will attempt to issue a second and final confirmed notification. Such notice shall advise that if Freeman does not receive disposition instructions within 10 days of that notification, Freeman may offer the shipment for sale at a public auction and Freeman has the right to offer the shipment for sale. The amount of sale will be applied to Freeman's invoice for transportation, storage and other lawful charges. Shipper will be responsible for the balance of charges not covered by the sale of the goods. If there is a balance remaining after all charges and expenses are paid, such balance will be paid to the owner of the property sold hereunder, upon claim and proof of ownership.

(d) Where Freeman has attempted to follow the procedure set forth above and the procedure is not possible, nothing shall be construed to abridge the right of Freeman, at its option, to sell the property under such circumstances and in such manner as may be authorized by law.

(e) When perishable goods cannot be delivered and disposition is not given within a reasonable time, Freeman may dispose of property to the best advantage. When Freeman is directed by Consignee or Consignor to unload or deliver property at a particular location where Consignor, Consignee, or the Agent of either is not regularly located, Freeman's liability for the shipment shall terminate after unloading or delivery.

7. **INSURANCE. FREEMAN IS NOT AN INSURER.** Shipper is responsible for obtaining insurance for its property. Freeman provides no insurance for Shipper or its property.

8. **LIMITATION ON SHIPPER'S RECOVERABLE DAMAGES.** Shipper understands that even if Shipper's property is lost, stolen, or damaged, Freeman does not pay replacement or restoration cost of any property. **FREEMAN'S MAXIMUM LIABILITY SHALL BE THE AMOUNT OF PROVEN ACTUAL VALUE NOT EXCEEDING THE LOWER OF THE FAIR MARKET VALUE (THE "FAIR MARKET VALUE" EQUALS THE AS IS WHERE IS PRICE FOR THE PROPERTY AT THE LOCATION OF THE SHOW TO WHICH PRICE A WILLING BUYER AND A WILLING SELLER WOULD AGREE IN AN ORDINARY COURSE OF BUSINESS, ARM'S LENGTH SALE.) OR \$25.00**

(USD) PER POUND OF CARGO LOST OR DAMAGED UNLESS AT THE TIME OF SHIPMENT SHIPPER MAKES A DECLARATION OF VALUE FOR CARRIAGE IN THE SPACE DESIGNATED ON THE SHIPPING INSTRUCTIONS AND PAYS THE APPROPRIATE VALUATION CHARGE. Even if Shipper has made a declaration of value, liability shall never exceed the depreciated original invoice value or the fair market value of the property, whichever is less. The value per pound for applying declared valuation charges shall be determined by dividing Shipper's declared value for carriage by the actual weight of the shipment. In all cases not prohibited by law, where a lower value than the actual value of the said property has been stated in writing by Shipper or has been agreed upon in writing as the released value of the property upon which the rate is based, such lower value plus freight charges, if paid, shall be the maximum recoverable amount for loss or damage. **Notwithstanding the above limitations, all shipments containing the following items of extraordinary value are limited to a maximum declared value of \$500.00 (USD):** (a) Artworks and objects of art, including without limitation, original paintings, drawings, etchings, watercolors, tapestries and sculptures or prototypes; (b) Clocks, jewelry, including costume jewelry, furs, and fur-trimmed clothing; (c) Personal effects, including without limitation, papers and documents; or (d) Coin money, currency, gift certificates, debit cards, credit cards, and any other items of extraordinary value.

Any declared value in excess of the maximums allowed herein is null and void, and the acceptance by Freeman for carriage of any shipment with a declared value in excess of the allowed maximums does not constitute a waiver of these maximums. In any event, (excluding small package program shipments) **Freeman's MAXIMUM LIABILITY WILL NEVER BE MORE THAN \$100,000 PER SHIPMENT.** Shipper understands that even if Shipper is not able to participate or fully participate in a Show due to loss of, theft of, or damage to their property, Freeman shall not be liable or responsible for damages identified by the terms (by way of example only and not in limitation of the breadth of this clause) such as the following: consequential damages, loss of use damages, loss of profits damages, business interruption damages, delay damages, special damages, collateral damages, exemplary damages, damages awarded for gross negligence, direct damages, indirect damages, or damages for failure of performance, breach of contract damages, fraud damages, or any other sort of damage for tort or breach of contract. This limitation shall bind the parties: **(A) WHENEVER OR WHEREVER THE CLAIMED LOSS OR DAMAGE MAY OCCUR; (B) EVEN THOUGH THE ALLEGED LOSS OR DAMAGE IS CLAIMED TO RESULT FROM NEGLIGENCE, STRICT LIABILITY, PRODUCTS LIABILITY, BREACH OF CONTRACT, BREACH OF STATUTE OR REGULATION, OR ANY OTHER LEGAL THEORY OR CAUSE, AND; (C) EVEN THOUGH FREEMAN MAY HAVE BEEN ADVISED OR BE ON NOTICE OF THE POSSIBILITY OR EVEN THE PROBABILITY OF SUCH DAMAGES.**

9. **SHIPPER'S RESPONSIBILITIES AND INDEMNIFICATION:**(a) Shipper must pay in full for the services rendered under this Agreement at the time the services are requested. The existence of a dispute between Shipper and Freeman relative to any claim or other matter shall have no bearing on this duty of payment. No claim may be submitted by or on behalf of Shipper to Freeman unless Shipper's account is current.

(b) Shipper understands and acknowledges that Freeman does not accept or transport illegal or hazardous materials of any kind or nature. Shipper warrants and will ensure that its property is inert, and contains no Hazardous Substances, Hazardous Materials, Chemicals, Gasses, Explosives, Radioactive Materials, Biologically hazardous agents, or any other substance, matter or object in any form that could pose a threat to the health or safety of Freeman or the public welfare in general. Such goods may be warehoused at owner's risk and expense or destroyed without compensation.

(c) Shipper shall defend and indemnify Freeman, its employees, directors, officers, and agents from and against any and all demands, claims, causes of action, fines, penalties, damages (including consequential), liabilities, judgments, and expenses (including but not limited to reasonable attorneys' fees and investigation costs) on account of personal injury, death, or damage to or loss of property or profits arising out of or contributed to by any of the following: Shipper's negligence, willful misconduct, or deliberate act; Shipper's violation of Federal, State, County or Local ordinances; Shipper's violation of Show Regulations and/or Rules as published and set forth by Facility and/or Show Management; and/or Shipper's failure to comply with subsection (b) of this section regarding the inclusion of any dangerous substances in the property placed with Freeman.

10. **CLAIMS.** Claims must be filed in writing within nine (9) months after the date of delivery of the property (or in the case of export traffic, within nine (9) months after delivery at the port of export), except that claims for failure to make delivery must be filed within nine (9) months after a reasonable time for delivery has elapsed. Suits for loss, damage, or delay shall be instituted against Freeman no later than two (2) years and one (1) day from the day when written notice is given by Freeman to the claimant that Freeman has disallowed the claim or any part or parts of the claim specified in the notice. Shipper shall deliver notice of claim for loss or damage by hand, U.S. mail, courier, facsimile, or electronic means to Cunningham Lindsey US, Inc., P.O. Box 703689, Dallas, TX 75370, as soon as loss or damage is discovered. The notice of claim shall invite a prompt joint survey of the damage, at a time and place to be agreed between the parties, and such survey shall go forward promptly. However, if in any case the property is received by the Consignee or the Consignee's agent without notice of loss or damage to property being served on Freeman within 15 calendar days of the receipt of the property, it is agreed between Freeman and Shipper that in that instance the presumption shall arise that the property was delivered in proper quantity and in good condition. Claims filed more than nine (9) months following the date on which the property was delivered or should have been delivered are agreed to be forever time barred.

11. **CHOICE OF FORUM / ARBITRATION.** THIS CONTRACT SHALL BE CONSTRUED UNDER THE LAWS OF THE STATE OF TEXAS WITHOUT GIVING EFFECT TO ITS CONFLICT OF LAWS RULES. EXCLUSIVE VENUE FOR ALL DISPUTES ARISING OUT OF CONTRACT, TORT, COMMON LAW OR RELATING TO THE ENFORCEMENT OR INTERPRETATION OF THIS CONTRACT SHALL RESIDE IN A COURT OF COMPETENT JURISDICTION IN DALLAS COUNTY, TEXAS. Notwithstanding anything herein to the contrary, any controversy or claim arising out of or relating to this Agreement, or the breach thereof, shall be exclusively settled by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules and judgment on the award rendered by the arbitrator(s) may be entered by any court having jurisdiction thereof.

12. **MISCELLANEOUS.** (a) Shipper warrants the accuracy of the weight and dimension data furnished in this Contract; (b) Shipper understands that once its property is shipped by Freeman pursuant to the instructions contained in this Contract, Shipper has no right to control the shipment, stop the shipment in transit, or divert or reschedule same. (c) Shipper agrees that this Contract may be provided to any third party, including common or contract carriers of cargo by air, water, rail, or road, for the purpose of confirming the right of Freeman to control the handling of the property and all matters related to payment for the shipment. Shipper agrees that all shipments are subject to correction and final charges determined by the actual or re-weighted weight of the shipment.

13. **SMALL PACKAGE PROGRAM.** If items shipped via Freeman's Small Packages program are lost, damaged or destroyed while in Freeman's possession, **FREEMAN'S MAXIMUM LIABILITY SHALL BE \$100 per package UNLESS AT THE TIME OF SHIPMENT SHIPPER MAKES A DECLARATION OF VALUE IN THE SPACE DESIGNATED ON THE SHIPPING INSTRUCTIONS AND PAYS THE APPROPRIATE VALUATION CHARGE.** If small packages are received by the Shipper and notice of loss or damage is not received by Freeman within 15 days of the delivery of the property, the parties agree that the presumption shall arise that the property was delivered in proper quantity and in good condition.

AIR CARGO SERVICE REQUEST AND SHIPPING INSTRUCTIONS CONTRACT

In tendering this shipment, the Shipper and Consignee agree to these TERMS which no agent or employee of the parties may alter. This Air Service Request and Shipping Instruction Contract is NON-NEGOTIABLE and has been prepared by Shipper, or if by Freeman or another on Shipper's behalf, it shall be deemed, conclusively, to have been prepared by the Shipper. The Shipper agrees that this shipment is subject to the TERMS stated herein ALL TERMS, including but not limited to, all the limitations of liability, shall apply to our agents and their contracting carriers.

1. DEFINITIONS: In this Contract, "Freeman" means Freeman Decorating Services, Inc., and its respective employees, officers, directors, agents, assigns, affiliated companies, and related entities including any contractors appointed by Freeman. The term "Shipper" means the person or business for whom the property is being transported, and includes their respective employees, officers, directors, agents, assigns, affiliated companies, and contractors appointed by the Shipper, excluding only Freeman. "Property" is all objects of any type received from the Shipper for transport by Freeman as described herein. "Consignee" is the party to whom Shipper has designated the goods are to be delivered.

2. FINAL CONTRACT BETWEEN THE PARTIES: In exchange for Shipper's payments and Freeman's services, which the parties have specified in this two-page Contract (including the Air Cargo Service Request and Shipping Instructions), Freeman and Shipper each agree that this Contract shall govern their respective rights and obligations regarding transportation of Shipper's property. This Contract shall take effect when the property first comes into the physical possession of Freeman, and the responsibility of Freeman under same shall end when the property has been placed in the possession of the Consignee or the Consignee's designated agent. If any part or provision of this Contract is found by a court of competent jurisdiction to be void or unenforceable, the remainder of the Contract shall continue in full force and effect.

3. Freeman's RESPONSIBILITIES UNDER THE CONTRACT ARE LIMITED: Freeman is responsible for the satisfactory performance of only those services which it directly provides under this Contract. Freeman shall not be responsible for the performance of individuals of firms who are not under the direct supervision or control of Freeman. Freeman shall not be responsible for events or causes of loss, delay, or damage beyond its reasonable control, including (by way of illustration only, and not as a limitation on the breadth of this clause), strike, lockout, work slowdown or stoppage, power failure, breakdown of plant or machinery, facility failure, vandalism, theft, Act of God, effect of natural elements, riot, civil commotion or disturbance, terrorism, act of war or belligerent parties, and any other cause or causes beyond the reasonable control of Freeman. EXCEPT FOR ELIGIBLE GUARANTEED SERVICE SHIPMENTS, Freeman DOES NOT GUARANTEE DELIVERY BY ANY SPECIFIC TIME OR DATE.

4. PACKAGING AND CRATES: Shipper's property must be well packaged for safe and secure handling, storage and shipment using ordinary care. Each piece must be legibly and durably marked with the name and address, including correct ZIP code of the Shipper and Consignee. When a container is used repetitively by Shipper, Shipper must remove all old labels, tags, markings, etc., and Shipper must ensure that the container retains adequate strength for transportation. Freeman makes neither representation nor any warranty regarding the acceptability or suitability of any packaging system or procedure that Shipper might use for its property. Freeman shall not be responsible for damage to loose or uncrated materials, padwrapped or shrink-wrapped materials, glass breakage, concealed damage, carpets in bags or poly, or improperly packed or labeled materials. Crates and packaging should be of a design to adequately protect contents for handling by forklift and similar means. General guidance as to acceptable packaging systems and procedures may be found in publications such as the National Motor Freight Classification, published by the National Motor Freight Traffic Association. For shipments of Perishable Commodities, U.S. and Canadian shipments must be packed to travel without spoilage for 72 hours from time of pickup; all international shipments must be packed to travel without spoilage for 24 hours beyond an agreed deadline. Freeman reserves the right to periodically embargo regions of the world due to conditions that may cause damage to perishable commodities.

5. REFUSED SHIPMENTS: If the Consignee refuses a shipment tendered for delivery or if Freeman is unable to deliver a shipment because of fault or mistake of the Consignor or Consignee, Freeman's liability shall then become that of a warehouseman.

(a) Freeman shall promptly attempt to provide notice, by telephonic, electronic or written communication as provided on the face of these shipping instructions, if so indicated, to Shipper or the party, if any, designated to receive notice in these instructions.

(b) Storage charges, based on Freeman's applicable rates, shall start no sooner than the next business day following the attempted notification. Storage may be, at Freeman's option, in any location that provides reasonable protection against loss or damage. Freeman may place the shipment in public storage at the owner's expense and without liability to Freeman.

(c) If Freeman does not receive disposition instructions within 48 hours of the time of Freeman's attempted first notification, Freeman will attempt to issue a second and final confirmed notification. Such notice shall advise that if Freeman does not receive disposition instructions within 10 days of that notification, Freeman may offer the shipment for sale at a public auction and Freeman has the right to offer the shipment for sale. The amount of sale will be applied to Freeman's invoice for transportation, storage and other lawful charges. Shipper will be responsible for the balance of charges not covered by the sale of the goods. If there is a balance remaining after all charges and expenses are paid, such balance will be paid to the owner of the property sold hereunder, upon claim and proof of ownership.

(d) Where Freeman has attempted to follow the procedure set forth above and the procedure is not possible, nothing shall be construed to abridge the right of Freeman, at its option, to sell the property under such circumstances and in such manner as may be authorized by law.

(e) When perishable goods cannot be delivered and disposition is not given within a reasonable time, Freeman may dispose of property to the best advantage. Where Freeman is directed by Consignee or Consignor to unload or deliver property at a particular location where Consignor, Consignee, or the Agent of either is not regularly located, Freeman's liability for the shipment shall terminate after unloading or delivery.

6. LIMITATION ON SHIPPER'S RECOVERABLE DAMAGES: Freeman's LIABILITY FOR DAMAGES ON DOMESTIC SHIPMENTS, INCLUDING BUT NOT LIMITED TO THOSE DAMAGES ARISING FROM OR RELATED TO MISDELIVERY, INCOMPLETE OR OTHERWISE INADEQUATE DELIVERY (INCLUDING BUT NOT LIMITED TO FAILURE TO FOLLOW SHIPPER OR CONSIGNEE INSTRUCTIONS OR FAILURE TO COLLECT OR PROPERLY DELIVER A PAYMENT INSTRUMENT), NONDELIVERY, MISSED PICKUP, AND LOSS OF OR DAMAGE TO CARGO, SHALL BE LIMITED TO THE HIGHER OF \$50.00 (USD) PER SHIPMENT OR \$.50 (USD) PER POUND (\$1.10 (USD) PER KILOGRAM) OF CARGO ADVERSELY AFFECTED THEREBY, PLUS TRANSPORTATION CHARGES APPLICABLE TO THAT PART OF THE SHIPMENT ADVERSELY AFFECTED THEREBY, UNLESS AT TIME OF SHIPMENT THE SHIPPER MAKES A DECLARATION OF VALUE FOR CARRIAGE IN THE SPACE DESIGNATED ON THE SERVICE REQUEST AND SHIPPING INSTRUCTIONS FORM AND PAYS THE APPROPRIATE VALUATION CHARGE. IN NO EVENT SHALL Freeman's LIABILITY EXCEED THE DECLARED VALUE OF THE SHIPMENT OR THE AMOUNT OF LOSS OR DAMAGE ACTUALLY SUSTAINED, WHICHEVER IS LOWER. IF CARRIAGE OF THE SHIPMENT IS SOLELY OR PARTLY BY AIR AND INVOLVES AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE, Freeman's LIABILITY FOR CARGO LOST, DAMAGED OR DELAYED SHALL BE LIMITED TO \$9.07 PER POUND (\$20.00 PER KILOGRAM) FOR CARRIAGE SUBJECT TO THE UNAMENDED WARSAW CONVENTION OR THE WARSAW CONVENTION AS AMENDED BY THE HAGUE PROTOCOL OF 1955, 17 SPECIAL DRAWING RIGHTS PER KILOGRAM FOR CARRIAGE SUBJECT TO THE WARSAW CONVENTION AS AMENDED BY THE MONTREAL PROTOCOL NO. 4 OF 1975, OR \$9.07 PER POUND (\$20.00 PER KILOGRAM) FOR CARRIAGE WHERE THE WARSAW CONVENTION, INCLUDING ITS AMENDMENTS, DOES NOT APPLY FOR ANY REASON, UNLESS A HIGHER DECLARED VALUE IS REQUESTED, AND THE FEES SET FORTH IN THE SERVICE GUIDE FOR SUCH HIGHER DECLARED VALUE ARE PAID. FOR INTERNATIONAL SHIPMENTS, THIS SHIPPING REQUEST AND SHIPPING INSTRUCTION CONTRACT SHALL BE DEEMED AN AIR WAYBILL WITHIN THE MEANING OF THE WARSAW CONVENTION.

Notwithstanding the above limitations, domestic shipments containing the following items of extraordinary value are limited to a maximum declared value of \$500.00 (USD):
(a) artworks and objects of art, including without limitation original paintings, drawings, etchings, water colors, tapestries and sculpture;
(b) clocks, watches, jewelry (including costume jewelry), furs and fur-trimmed clothing;
(c) personal effects;
(d) and other inherently fragile or unique items, including prototypes, etc.

Any declared value in excess of the maximums allowed herein is null and void, and the acceptance by Freeman for carriage of any shipment with a declared value in excess of the allowed maximums does not constitute a waiver of these maximums. Shipper understands that even if Shipper is not able to participate or fully participate in a show due to loss of, theft of, or damage to its property, Freeman shall never be liable or responsible for damages identified by the terms (by way of example only and not in limitation of the breadth of this clause) such as the following: consequential damages, loss of use damages, loss of profits damages, business interruption damages, delay damages, special damages, collateral damages, exemplary damages, damages awarded for gross negligence, direct damages, indirect damages, damages for failure of performance, breach of contract damages, fraud damages, or any other sort of damage for tort or breach of contract. This limitation shall bind the parties

- (a) whenever or wherever the claimed loss or damage may occur;
- (b) even though the alleged loss or damage is claimed to result from negligence, strict liability, products liability, breach of contract, breach of statute or regulation, or any other legal theory or cause, and;
- (c) even though Freeman may have been advised or be on notice of the possibility or even the probability of such damages.

Freeman makes no warranties, express or implied, and expressly disclaims any and all warranties. Except for Freeman's failure to deliver in accordance with the Guaranteed Service section of the Service Guide, Freeman will not be liable for misdelivery, incomplete or otherwise inadequate delivery (including but not limited to failure to follow Shipper or Consignee instructions or failure to collect or properly deliver a payment instrument), non-delivery, missed pickup, delay on International shipments, loss or damage unless caused by Freeman's sole negligence.

7. SHIPPER'S RESPONSIBILITIES AND INDEMNIFICATION:

a) Shipper must pay in full for the services rendered under this Contract at the time the services are requested. The existence of a dispute between Shipper and Freeman relative to any claim or other matter shall have no bearing on this duty of payment. No claim submitted by or on behalf of Shipper will be processed unless Shipper's account is current.

b) Shipper understands and acknowledges that Freeman does not accept or transport illegal, dangerous or hazardous materials of any kind or nature. Shipper warrants and ensures that its property is inert, and contains no Hazardous Substances, Hazardous Materials, Chemicals, Gases, Explosives, Radioactive Materials, Biologically hazardous agents, or any other substance, matter or object in any form that could pose a threat to the health or safety of persons, property or the public welfare in general. Such goods may be warehoused at owner's risk and expense or destroyed without compensation.

c) Shipper shall defend and indemnify Freeman, its employees, directors, officers, and agents from and against any and all demands, claims, causes of action, fines, penalties, damages (including consequential), liabilities, judgments, and expenses (including but not limited to reasonable attorneys' fees and investigation costs) on account of personal injury, death, or damage to or loss of property or profits arising out of or contributed to by any of the following: Shipper's negligence, willful misconduct, or deliberate act; Shipper's violation of Federal, State, County or Local ordinances; Shipper's violation of Show Regulations and/or Rules as published and set forth by Facility and/or Show Management; and/or Shipper's failure to comply with (b) of this Agreement regarding the inclusion of any dangerous substances in the property placed with Freeman.

8. CLAIMS: Shipper, Consignee, or any other party claiming an interest in the shipment must notify Freeman immediately upon delivery, or in the case of loss or damage which could not have been noted at the time of delivery, within fourteen (14) days of delivery, of any loss or damage to the shipment. Receipt of the shipment by the Consignee or the Consignee's agent without written notice on the delivery receipt and/or delivery manifest will be prima facie evidence that the shipment was delivered in good condition. The amount of the claim may not be deducted from the transportation charges. Notice of loss or damage MUST be reported to Freeman at 800-995-3579. The shipment, its container(s), and packing material must be made available to Freeman for inspection at the delivery location. All shipments are subject to opening for inspection by Freeman; however, Freeman is not obligated to perform such inspection. All claims for loss or damage MUST be made in writing to Freeman within one hundred and twenty (120) calendar days after the date of acceptance of the shipment by Freeman. Please refer to the Service Guide for claim procedures. All claims for service failure must be made within thirty (30) calendar days from the date of shipment and Freeman's sole liability for such claims arising from Guaranteed Service shipments shall be limited to the transportation charges as provided in the Guaranteed Service section of the Service Guide. All claims for overcharge must be made in writing to Freeman within sixty (60) calendar days after the invoice date. No action for loss or damage may be maintained against Freeman unless (a) claimant complies with all requirements of this section and (b) for domestic shipments, if the claimant commences the action within one (1) year of the shipment by Freeman unless otherwise required by International, Federal or State Law. If the claim is for loss or damage involving International shipments, claimant must commence the action within two (2) years from the date of acceptance of the shipment by Freeman unless otherwise required by International, Federal or State Law. For purposes of this section, no action shall be deemed to have commenced until receipt by Freeman of service of process of the action on Freeman. Claims for loss or damage must be delivered to the following address: Cunningham Lindsey US, Inc., P.O. Box 703689, Dallas, TX 75370.

9. CHOICE OF FORUM: THIS CONTRACT SHALL BE CONSTRUED UNDER THE LAWS OF THE UNITED STATES (INCLUDING ADOPTED INTERNATIONAL CONVENTIONS) AND THE STATE OF TEXAS WITHOUT GIVING EFFECT TO THE STATE'S CONFLICT OF LAWS RULES. FREEMAN AND SHIPPER AGREE THAT ANY CLAIM OR DISPUTE OF ANY SORT ARISING OUT OF OR IN ANY WAY RELATED TO THIS CONTRACT, ITS PERFORMANCE OR NONPERFORMANCE, OR DAMAGES ALLEGEDLY RESULTING FROM SAME WILL BE ARBITRATED IN THE CITY OF DALLAS, TEXAS, AND THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION WILL APPLY. IF BINDING ARBITRATION IS UNAVAILABLE TO RESOLVE ANY CONTROVERSY AND IT IS NECESSARY TO LITIGATE THE DISPUTE, THE DISPUTE SHALL BE LITIGATED IN A COURT OF COMPETENT JURISDICTION IN DALLAS COUNTY, TEXAS.

10. MISCELLANEOUS: Shipper warrants the accuracy of the weight and dimension data furnished in this Contract. Shipper understands that once its property is shipped by Freeman pursuant to the instructions contained in this Contract, Shipper has no right to control the shipment; stop the shipment in transit, or divert or reschedule same, and that Shipper will have no control over the property until it is delivered pursuant to the instructions in this Contract. Shipper agrees that this Contract may be provided to any third party, including common or contract carriers of cargo by air, water, rail, or road, for the purpose of confirming the right of Freeman to control the handling of the property and all matters related to payment for the shipment.

MATERIAL HANDLING

YOU ARE ENTERING A CONTRACT WHICH LIMITS YOUR POSSIBLE RECOVERY IN CASE OF LOSS OR DAMAGE. Acceptance of said terms and conditions will be construed when any of the following conditions are met: This Material Handling Agreement (MHA) is signed; Exhibitor's materials are delivered to Freeman's warehouse or to an event site for which Freeman is the Official Show Contractor; or an order for labor and/or rental equipment is placed by Exhibitor with Freeman.

1. **DEFINITIONS.** For purposes of this Contract, Freeman means Freeman Decorating Services, Inc., and its employees, directors, officers, agents, assigns, affiliated companies, and related entities. The term "Exhibitor" means the Exhibitor, its employees, agents, representatives, any Exhibitor Appointed Contractors ("EAC"), and any persons receiving services from Freeman.

2. **PACKAGING/CRATES AND STORAGE.** Freeman shall not be responsible for damage to loose or uncrated materials, padwrapped or shrink-wrapped materials, glass breakage, concealed damage, carpets in bags or poly, or improperly packed or labeled materials. Freeman shall not be responsible for crates and packaging which are unsuitable for handling, in poor condition, or have prior damage. Crates and packaging should be of a design to adequately protect contents for handling by forklift and similar means. Freeman will not accept any crates or packaging containing hazardous materials. Goods requiring cold storage and those in accessible storage are stored at Exhibitor's own risk. **FREEMAN ASSUMES NO RESPONSIBILITY OR LIABILITY FOR LOSS OR DAMAGE TO GOODS IN COLD STORAGE OR ACCESSIBLE STORAGE.**

3. **EMPTY CONTAINERS.** Empty container labels will be available at the show site service desk. Affixing labels to the containers is the sole responsibility of Exhibitor or its representative. All previous labels must be removed or obliterated. Freeman assumes no responsibility for: error in the above procedures; removal of containers with old empty labels and without Freeman labels; or improper information on empty labels. **FREEMAN WILL NOT BE LIABLE FOR LOSS OR DAMAGE TO CRATES AND CONTAINERS OR THEIR CONTENTS WHILE SAME ARE IN EMPTY CONTAINER STORAGE.**

4. **INBOUND/OUTBOUND SHIPMENTS.** There may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of Exhibitor, or a lapse of time between the completion of packing and the actual pickup of materials from the booths for loading onto a carrier and *during such times, Exhibitor materials will be left unattended.* **FREEMAN IS NOT RESPONSIBLE OR LIABLE FOR ANY LOSS, DAMAGE, THEFT, OR DISAPPEARANCE OF EXHIBITOR'S MATERIALS AFTER THEY HAVE BEEN DELIVERED TO EXHIBITOR'S BOOTH AT SHOW SITE OR BEFORE THEY HAVE BEEN PICKED UP FOR RELOADING AT THE CONCLUSION OF THE EVENT.** Freeman recommends the securing of security services from Facility or Show Management. All MHA's submitted to Freeman by Exhibitor will be checked at the time of pickup from the booth and corrections will be made where discrepancies exist between the quantities of items on any form submitted to Freeman and the actual count of such items in the booth at the time of pickup.

5. **DELIVERY TO THE CARRIER FOR RELOADING.** Freeman assumes no responsibility for loss, damage, theft, or disappearance of Exhibitor's materials after same have been delivered to Exhibitor's appointed carrier, shipper, or agent for transportation after the conclusion of the show. Freeman loads the materials onto the carrier under directions from the carrier or driver of that carrier. Any loading onto the carrier will be understood to be under the exclusive supervision and control of the carrier or driver of that carrier. **FREEMAN ASSUMES NO RESPONSIBILITY FOR LOSS, DAMAGE, THEFT OR DISAPPEARANCE OF EXHIBITOR'S MATERIALS THAT ARISES OUT OF IMPROPERLY LOADED OR LABELED MATERIALS.**

6. **DESIGNATED CARRIERS.** Freeman shall have the authority to change the Exhibitor designated carrier if that carrier does not pick up the shipment(s) at the appointed time. Where no disposition is made by Exhibitor, materials may be taken to a warehouse to await Exhibitor's shipping instructions and Exhibitor agrees to be responsible for charges relating to such rerouting and handling. In no event shall Freeman be responsible for any loss resulting from such rerouting designation.

7. **FORCE MAJEURE.** Freeman's performance hereunder is subject to, and Freeman shall not be responsible for loss, delay, or damage due to, strike, lockouts, work stoppages, natural elements, vandalism, Act of God, civil disturbances, power failures, explosions, acts of terrorism or war, or for any other cause beyond Freeman's reasonable control, nor for ordinary wear and tear in the handling of materials.

8. **CLAIM(S) FOR LOSS.** Exhibitor agrees that any and all claims for loss or damage must be submitted to Freeman immediately at the show site, and in any case not later than **thirty (30) business days** after the conclusion of the show or exposition. (For purposes of claim reporting, the "conclusion" of the show shall be construed as the time when Exhibitor's materials are delivered to the carrier for transportation from the show site or from Freeman's warehouse). All claims reported after thirty (30) days will be rejected. In no event shall a suit or action be brought against Freeman **more than two (2) years** after the date of loss or damage occurred.

a. **PAYMENT FOR SERVICES MAY NOT BE WITHHELD.** In the event of any dispute between the Exhibitor and Freeman relative to any loss, damage, or claim, Exhibitor shall not be entitled to and shall not withhold payment, or any partial payment, due Freeman for its services as an offset against the amount of any alleged loss or damage. Any claims against Freeman shall be considered a separate transaction and shall be resolved on their own merits.

b. **MAXIMUM RECOVERY.** If found liable for any loss, Freeman'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-weighed weight of the shipment.

c. **LIMITATION OF LIABILITY.** IN NO EVENT SHALL FREEMAN BE LIABLE TO THE EXHIBITOR OR TO ANY OTHER PARTY FOR SPECIAL, COLLATERAL, EXEMPLARY, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER SUCH DAMAGES OCCUR EITHER PRIOR OR SUBSEQUENT TO, OR ARE ALLEGED AS A RESULT OF, TORTIOUS CONDUCT, FAILURE OF THE EQUIPMENT OR SERVICES OF FREEMAN OR BREACH OF ANY OF THE PROVISIONS OF THIS CONTRACT, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT OR IN TORT, INCLUDING STRICT LIABILITY AND NEGLIGENCE, EVEN IF FREEMAN HAS BEEN ADVISED OR HAS NOTICE OF THE POSSIBILITY OF SUCH DAMAGES. SUCH EXCLUDED DAMAGES INCLUDE BUT ARE NOT LIMITED TO LOST PROFITS, LOSS OF USE, AND INTERRUPTION OF BUSINESS OR OTHER CONSEQUENTIAL OR INDIRECT ECONOMIC LOSSES.

9. **DECLARED VALUE.** Declarations of Declared Value are between the Exhibitor and the selected Carrier ONLY, and are in no way an extension of Freeman's maximum liability stated herein. Freeman will use commercially reasonable efforts to transmit the Declared Value instructions to the selected Carrier; however, **FREEMAN WILL NOT BE LIABLE FOR ANY CLAIM ARISING FROM THE TRANSMITTAL OF, OR FAILURE TO TRANSMIT, DECLARED VALUE INSTRUCTIONS TO THE CARRIER NOR FOR FAILURE OF THE CARRIER TO UPHOLD THE DECLARED VALUE OR ANY OTHER TERM OF CARRIAGE.**

10. **JURISDICTION / VENUE.** THIS CONTRACT SHALL BE CONSTRUED UNDER THE LAWS OF THE STATE OF TEXAS WITHOUT GIVING EFFECT TO ITS CONFLICT OF LAWS RULES. EXCLUSIVE VENUE FOR ALL DISPUTES ARISING OUT OF OR RELATING TO THIS CONTRACT SHALL RESIDE IN A COURT OF COMPETENT JURISDICITON IN DALLAS COUNTY, TEXAS.

11. **INDEMNIFICATION.** Exhibitor agrees to indemnify and forever hold harmless Freeman and its employees, directors, officers, and agents from and against any and all demands, claims, causes of action, fines, penalties, damages (including consequential), liabilities, judgments, and expenses (including but not limited to reasonable attorneys' fees and investigation costs) arising out or contributed to by Exhibitor's negligent supervision of any labor secured through Freeman; Exhibitor's negligence, willful misconduct, or deliberate act, or the negligence, willful misconduct, or deliberate act of Exhibitor's employees, agents, representatives, customers, invitees and/or any Exhibitor Appointed Contractors (EAC) at the show or exposition to which this Contract relates, including but not limited to the misuse, improper use, unauthorized alteration, or negligent handling of Freeman's equipment; Exhibitor's violation of Federal, State, County or Local ordinances; and/or Exhibitor's violation of Show Regulations and/or Rules as published and set forth by Facility and/or Show Management.

12. **LIEN.** Exhibitor grants Freeman a security interest in and a lien on all of Exhibitor's goods (including without limitation all equipment) that is from time to time in the possession of Freeman and all the proceeds thereof, including without limitation insurance proceeds (the "Collateral"), to secure the prompt and full payment and performance of all Exhibitor's indebtedness for monies paid, by Freeman on its behalf, services performed, materials and/or labor from time to time provided by Freeman to or for the benefit of Exhibitor ("Obligations"). Freeman shall have all the rights and remedies of a secured party under the Uniform Commercial Code, as may be amended from time to time ("UCC"), and any notice that Freeman is required to give under the UCC of a time and place of a public sale or the time after which any private sale or other intended disposition of any Collateral is to be made shall be deemed to constitute reasonable notice if such notice is mailed by registered or certified mail at least five (5) days prior to such action. Freeman may hold and not deliver any of the Collateral to Exhibitor for so long as there are any Obligations that remain unpaid or unsatisfied.

13. **WAIVER & RELEASE.** Exhibitor, as a material part of the consideration to Freeman for material handling services, waives and releases all claims against Freeman with respect to all matters for which Freeman has disclaimed liability pursuant to the provisions of this Contract.

14. **DRIVER LIABILITY WAIVER.** IN CONSIDERATION OF FREEMAN PERMITTING ENTRANCE TO THE PREMISES, YOU, YOUR EMPLOYER, THE OWNER OF THE TRUCK AND/OR EQUIPMENT THAT YOU ARE OPERATING (TRUCKOWNER) AND YOU AS AGENT OF YOUR EMPLOYER AND THE TRUCKOWNER, HEREBY ASSUME ALL RISK OF INJURY OR HARM TO YOURSELF AND OTHERS AND DAMAGE TO YOUR PROPERTY AND PROPERTY BELONGING TO YOUR EMPLOYER OR OTHERS ARISING FROM YOUR ACTIVITIES WHILE BEING PERMITTED TO ENTER THE PREMISES. YOU AGREE TO ENTER AT YOUR OWN RISK. YOU HAVE FULL KNOWLEDGE OF ANY RISK INVOLVED IN THIS ACTIVITY. YOU RECOGNIZE THE HAZARDS AND ARE AWARE OF ALL THE RULES FOR SAFE OPERATION. YOUR EMPLOYER, THE TRUCKOWNER, AND YOU AGREE TO INDEMNIFY AND HOLD HARMLESS FREEMAN, ITS EMPLOYEES, OFFICERS, DIRECTORS, AGENTS, ASSIGNS, AFFILIATED COMPANIES AND RELATED ENTITIES, AGAINST ANY AND ALL LIABILITY, ACTIONS, CLAIMS, AND DAMAGES OF ANY KIND WHATSOEVER ARISING FROM YOUR ACTIVITIES WHILE BEING PERMITTED TO ENTER THE PREMISE.

PAYMENT & LABOR

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 FREEMAN and you, the EXHIBITOR. Acceptance of said terms and conditions will be construed when any of the following conditions are met:

- THE METHOD OF PAYMENT FORM IS SIGNED; OR
- AN ORDER FOR LABOR, SERVICES AND/OR RENTAL EQUIPMENT IS PLACED BY EXHIBITOR WITH FREEMAN; OR
- WORK IS PERFORMED ON BEHALF OF EXHIBITOR BY LABOR SECURED THROUGH FREEMAN.

DEFINITIONS

For purposes of this Contract, "FREEMAN" or "The Freeman Companies" means Freeman Decorating Services, Inc., Freeman Decorating Ltd., Freeman Exhibit, AVW-TELAV Inc., Freeman Transportation, Hoffend Xposition, Stage Rigging, Inc., Kerry Technical Services, TFC, Inc., Freeman Electrical Services, and their respective employees, directors, officers, agents, assigns, affiliated companies, and related entities including, but not limited, to any subcontractors FREEMAN may appoint. The term "EXHIBITOR" means the Exhibitor, its employees, agents, representatives, and any Exhibitor Appointed Contractors ("EAC").

PAYMENT TERMS

Full payment, including any applicable tax, is due in advance or at show site. All payments must be in U.S. funds and all checks must be drawn on a U.S. bank. Orders received without advance payment or after the deadline date will incur additional After Deadline charges as indicated on each order form. All materials and equipment are on a rental basis for the duration of the show or event and remain the property of FREEMAN except where specifically identified as a sale. All rentals include delivery, installation, and removal from EXHIBITOR'S booth. In case of cancellation of any orders or services by EXHIBITOR, a one-hour "per person, per hour" charge will be applied for all labor orders that are not canceled in writing at least 24 hours prior to the scheduled start time. If Prestige Carpet, Custom-Cut Carpet, Modular Rental Exhibits and any other custom-order items or services have already been provided at the time of cancellation, fees will remain at 100% of the original charge. If the Show or Event is canceled because of reasons beyond FREEMAN'S control, EXHIBITOR remains responsible for all charges for services and equipment provided up to and including the date of cancellation. FREEMAN will not issue refunds to EXHIBITOR of any payments made before the date of cancellation. It is EXHIBITOR'S responsibility to advise the FREEMAN Service Center Representative of problems with any orders, and to check the EXHIBITOR'S invoice for accuracy prior to the close of the Show or Event. If EXHIBITOR is exempt from payment of sales tax, FREEMAN requires an exemption certificate for the State in which the services are to be used. Resale certificates are not valid unless EXHIBITOR is rebilling these charges to its customers. For International EXHIBITORS, FREEMAN requires 100% prepayment of advance orders, and any order or services placed at show site must be paid at the show. For all others, should there be any pre-approved unpaid balance after the close of the show; terms will be net, due and payable in DALLAS, TEXAS upon receipt of invoice. Effective 30 days after invoice date, any unpaid balance will bear a FINANCE CHARGE at the lesser of the maximum rate allowed by applicable law, or 1.5% per month, which is an ANNUAL PERCENTAGE RATE of 18%, and future orders will be on a prepaid basis only. If any finance charge hereunder exceeds the maximum rate allowed by applicable law, the finance charge shall automatically be reduced to the maximum rate allowed, and any excess finance charge received by FREEMAN shall be either applied to reduce the principal unpaid balance or refunded to the payer. If past due invoices or invoice balances are placed with a collection agency or attorney for collection or suit, EXHIBITOR agrees to pay all legal and collection costs. THESE PAYMENT TERMS AND CONDITIONS SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF TEXAS. In the event of any dispute between the EXHIBITOR and FREEMAN relative to any loss, damage, or claim, such EXHIBITOR shall not be entitled to and shall not withhold payment, or any partial payment, due to FREEMAN for its services, as an offset against the amount of any alleged loss or damage. Any claims against FREEMAN shall be considered a separate transaction, and shall be resolved on its own merits. FREEMAN reserves the right to charge EXHIBITOR for the difference between the EXHIBITOR'S estimate of charges and the actual charges incurred by EXHIBITOR, or for any charges that FREEMAN may be obligated to pay on behalf of EXHIBITOR, including without limitation, any shipping charges. If EXHIBITOR provides a credit card for payment and charges are rejected by the EXHIBITOR'S credit card company for any reason, FREEMAN hereby provides notice that it reserves the right, and EXHIBITOR authorizes FREEMAN, to continue to attempt to secure payment through that credit card for as long as unpaid balances remain on the EXHIBITOR'S account.

LABOR UNDER THE SUPERVISION OF EXHIBITOR RESPONSIBILITIES:

EXHIBITOR shall be responsible for the performance of labor provided under this option. It is the responsibility of EXHIBITOR to supervise labor secured through FREEMAN in a reasonable manner as to prevent bodily injury and/or property damage and also to direct them to work in a manner that is in compliance with FREEMAN'S Safe Work Rules and/or Federal, State, County and Local ordinances, rules and/or regulations, including but not limited to Show or Facility Management rules and/or regulations. It is the responsibility of EXHIBITOR to check in with the Service Desk to pick up labor, and to return to the Service Desk to release labor when the work is completed.

INDEMNIFICATION:

EXHIBITOR agrees to indemnify, hold harmless, and defend FREEMAN from and against any and all demands, claims, causes of action, fines, penalties, damages, liabilities, judgments, and expenses (including but not limited to reasonable attorneys' fees and investigation costs) for bodily injury, including any injury to FREEMAN employees, and/or property damage arising out of work performed by labor provided by FREEMAN but supervised by EXHIBITOR. Further, the EXHIBITOR'S indemnification of FREEMAN includes any and all violations of Federal, State, County or Local ordinances, "Show Regulations and/or Rules" as published and/or set forth by Facility or Show Management, and/or directing labor provided by FREEMAN to work in a manner that violates any of the above rules, regulations, and/or ordinances.

IMPORTANT

PLEASE REFER TO FREEMAN'S "MATERIAL HANDLING TERMS & CONDITIONS" AS IT RELATES TO MATERIAL HANDLING SERVICES AND TO THE "SERVICE REQUEST & SHIPPING INSTRUCTIONS CONTRACT" AS IT RELATES TO TRANSPORTATION SERVICES. CONTRACT TERMS DEPEND ON THE NATURE OF SERVICES SECURED BY EXHIBITOR THROUGH FREEMAN. TERMS & CONDITIONS MAY VARY FOR EACH TYPE OF SERVICE ORDERED THROUGH FREEMAN.

THE WESTIN O'HARE

CONVENTION & EXHIBIT SERVICE

6100 River Road Rosemont, IL 60018

Phone: (847) 698-6000 Fax: (847) 698-5483

EXHIBITORS REQUEST FORM:

EVENT NAME:

EVENT DATE:

VENDOR / EXHIBITOR NAME

PHONE:

ADDRESS:

CONTACT NAME:

EQUIPMENT REQUESTED

Item	Pricing / Specifications
# OF POWER STRIP / EXTENSION CORDS	\$30 EACH
HIGH SPEED INTERNET LINES (WIRELESS)	\$250
Dial (8) Phone Line (+ COST OF CALLS)	\$75 / day
DID PHONE LINE W/ or W/O PHONE ATTACHED (+ COST OF CALLS)	\$210 1st Day & \$75 ea. Add'l day

SPECIAL REQUESTS (PRICING TO BE DETERMINED):

Please fill out credit card portion and fax to Rayva at 847-698-5483 or email rayva.barnes@westin.com

Credit Card #

Expiration Date:

Security Code:

Name on Card:

Signature



RentalBooths@CEAVCO.com



Audio-Visual Request Form

(Order Request Deadline October 28, 2011)

Ordered By:

Company Name:	
Address:	
State / Zip Code:	
E-mail Address:	
Phone:	
Fax:	
Contact Name:	

Deliver To:

Facility	Westin O'Hare
Company Name:	
Booth Number	
On Site Contact	
On Site Cell:	
Delivery Date	
Delivery Time	

Computer Equipment	Qty	Rate	Amount
Laptop Computer Windows XP		\$125.00	
Computer Keyboard		\$15.00	
Computer Mouse		\$15.00	
Wireless Keyboard & Mouse		\$25.00	
Wireless Remote Cueing (USB)		\$15.00	
Wireless Network Router		\$25.00	
8 Port Network Switch		\$25.00	

Audio Equipment	Qty	Rate	Amount
2 Speakers, Stands, Mixer, Wireless Mic Kit		\$250.00	
2 Speakers, Stands, Mixer, Wired Mic Kit		\$150.00	
Wireless Mic (Handheld or Lavalier)		\$125.00	
Wired Headset Mic		\$50.00	
Wired Mic with Stand		\$25.00	
Computer Speakers		\$20.00	
CD Player		\$50.00	

Displays	Qty	Rate	Amount
LCD Data / Video Projector		\$225.00	
65" LCD Screen 1080 16:9		\$900.00	
46" LCD Screen 1080 16:9		\$400.00	
42" Plasma Screen 1024 x 768		\$350.00	
32" LCD Screen with Tuner 720 16:9		\$150.00	
23" LCD Screen with Tuner 1080 16:9		\$125.00	
18"-20" LCD Monitors 4:3		\$125.00	
Heavy Base Stand 72" for Monitors		\$75.00	

Other	Qty	Rate	Amount
Blu-Ray Player		\$100.00	
DVD Player		\$50.00	
Camcorder With Tripod		\$150.00	
Laser Pointer		\$15.00	
54" Cart With Black Skirt		\$25.00	
Flip Chart with Pad and Markers		\$25.00	

Labor	Qty	Rate	Amount
Delivery to Booth		\$50.00	
On Site Orders		\$100.00	
Labor 2 techs Build - In Booth (1 Hour)		\$100.00	

Input Or Cable Type

- Composite
 DVI
 Audio
 HDMI
 VGA
 Mac
 PC
 Game
 Other

Notes:

Please use this space to give us more details about your booth. Diagrams are always welcome.

Equipment	
Labor	
Total:	

For a fillable electronic copy of this form, go to <http://www.box.net/shared/8m5jj2h1hi>

CEAVCO Audio Visual: 6240 West 54th Ave. Arvada, Colorado Phone (303) 539-3500 Fax: (303) 539-3534

A confirmation order will be mailed, faxed or emailed to you, or you will be contacted by a Rental Representative. CEAVCO will accept payment via check, money order or credit card. Payment must be received prior to delivery. Please wait for confirmation for total amount due. **All orders, regardless of payment method, must be secured with a credit card.** Any orders canceled within 24 hours of delivery date will be charged a 50% cancellation fee.



Company Name:

Booth Number:

Payment Information

- Check payable to CEAVCO Audio Visual
- Credit Card
 - American Express
 - Mastercard
 - Visa

Card Number:

Expiration Date:

Cardholder Name:

CVC,CVV,CID Code: 3 or 4 Digit code on card

Equipment:

Labor:

Total:

Signature

Internal Use Only	
DEN #	<input type="text"/>
Auth Code	<input type="text"/>
Date	<input type="text"/>



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TRADESHOW
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Lead
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Collect
**Quality
Leads**
in a format
You Can Use
Instantly

MORE SALES

1	Date	Time	ID#	First Name	Last Name	Title	Company	Address
2	6/3/2010	8:31:30 AM	L23769	Imz	Lead	President	ABC Corporation	123 Main Street
3	6/3/2010	8:32:34 AM	L24869	Peter	Smith	Business Unit	Fleur De Lis Inc	325 Royal Street
4	6/3/2010	8:37:12 AM	L12133	Marcus	Williams	Director	Carter & Kennedy LLP	678 Market Street
5	6/3/2010	8:39:58 AM	597412	Bety	Acrian	Owner	Sweet and Sour, Inc	957 Lime Street
6	6/3/2010	8:12:36 AM	951753	John	Jacob	Director of Marketing	Americas Market Supplies Company	58897 Highway 1008
7	6/3/2010	8:20:20 AM	332158	Bob	Barker	Pricing Manager	Studio Corporation	885 Pasadena Way
8	6/3/2010	8:21:45 AM	352387	Wendy	Roberts	Project Assistant	Design Studio	9857 Esplanade Avenue
9	6/3/2010	9:31:07 AM	378143	Paul	Smith	Sales Representative	Construction Building Inc	1671 St. Charles Avenue
10	6/3/2010	9:10:34 AM	L41151	Michael	De	President	Floors	44 Un on Way
11	6/3/2010	9:12:43 AM	L54114	Steven	De	Director of Sales	Building Concepts	989 Presidents Place
12	6/3/2010	9:17:01 AM	957431	Sarah	Brown	Administrative Assistant	Baker's Dozen Company	13 Candyland Road
13	6/3/2010	9:25:09 AM	235895	Millon	Brulley	Agent	Trademarks	1 Park Place




EXPOPRO MC50™
*Be Mobile.
Be Green.*

- Wireless Handheld Unit
- Large Color Touch Screen display
- Allows personalized note taking
- Extended Life Battery
- Paperless, Green option
- Leads on USB

- Easy-to-Use Point & Shoot
- Color Touch Screen Display

- Highspeed Printer
- Leads on USB and Paper
- Reprint Individual Lead or All
- Unlimited Paper Supply

EXPOPRO PLUS™

*Easy-to-Use
Desktop Unit.*



**LEADS IN
A FLASH™**

Custom to Your Needs.

- Custom Survey Software
- Program Runs Directly from USB
- Program Up To 10 Questions
- Instant Editing Capabilities
- Detailed Lead Reports
- Use Your Personal Laptop

Additional Products and Services

GreenPlus ELR™

The green option to reduce your cost and increase your exposure, ATS's Electronic Literature Rack offers you a paperless approach to distributing marketing materials. Within one week post-show, attendees that visited your booth will receive a customized email with access to your company's brochures in electronic form allowing them to retain an archive to your literature for when they most need it-when they are ready to buy!

Delivery & Training

ATS technicians deliver pre-ordered equipment prior to and after the event. In addition, our technician will train booth personnel on how to best use the unit.

Custom Qualifiers

ATS creates a list of custom qualifiers that can include exhibitor's products and/or services and loads it into the unit; can be easily attached to a prospect's record.

The ATS Standard...

- *Leads on 64mb USB drive, yours to keep
- *Easily imported into Excel, Outlook, ACT! And other major sales tracking programs
- *Each lead may contain Name, Company, Title, Address, Phone, Fax, Email, Qualifiers, and personal notes (determined by the association)
- *Random Drawing Raffle Feature on all units
- *20 Standard Qualifiers for Easy Follow-up
- *Free Technical Support Before, During & After the show



**Quest
MIDWEST**
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Illinois -
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ATS AMERICAN
TRADESHOW
SERVICES
217 General Patton Avenue
Mandeville, LA 70471

LEAD RETRIEVAL ORDER FORM

DISCOUNT DEADLINE: FRIDAY, OCTOBER 7, 2011

1 Choose Your Unit(s)

EXPOPRO PLUS™

Easy-To-Use Desktop Unit



- Easy-To-Use Point & Shoot
- Color Touch screen display
- High-speed Printer
- Reprint Individual Lead or All
- Leads on USB and Paper
- Electrical Requirements <1 amp, 110V

\$ 245.00 \$ 295.00 x _____ = _____

EXPOPRO MC50™

Be Mobile. Be Green.



- Paperless, Green Option
- Wireless Handheld Unit
- Large Color Touch Screen Display
- Allows Personalized Note Taking
- Leads on USB
- Extended Life Battery

\$ 295.00 \$ 345.00 x _____ = _____

LEADS IN A FLASH™

Custom to Your Needs



- Windows-based Custom Survey Software
- Programs Runs Directly From USB
- Program Up To 10 Questions
- Instant Editing Capabilities
- Detailed Lead Reports
- Use Your Personal Laptop

\$ 350.00 \$ 450.00 x _____ = _____

2 Add Optional Services

GreenPlus ELR™

\$ 150.00 \$ 150.00 = _____

Delivery & Setup

\$ 65.00 \$ 85.00 = _____

Custom Qualifiers

\$ 60.00 \$ 80.00 x _____ = _____

3 Add It Up

Total Due (in US Funds)

= \$ _____

All fields are required. Please include a Payment Authorization Form with your order.

4 Fill It Out and Sign

COMPANY _____		BOOTH NO. _____	
EMAIL ADDRESS _____			
ADDRESS _____			
CITY _____	STATE _____	ZIP _____	COUNTRY _____
PHONE NO. _____		FAX NO. _____	
WEBSITE _____		ORDER CONTACT _____	
ONSITE CONTACT _____		ONSITE CELL PHONE _____	

Order Online:
www.atsleads.com
User Name: QMW2011
Password: 2711
Fax Credit Card Orders to:
985-809-1888
Mail Check Orders to:
American Tradeshow Services
Attn: Exhibitor Services
217 General Patton Avenue
Mandeville, LA 70471
**To Call Order In
or Ask Questions:**
985-809-0600, ext 215



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MIDWEST**
November 7-9, 2011 - The Westin O'Hare Rosemont,
Illinois -
Now Including Link Conference Participants
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ATS AMERICAN
TRADESHOW
SERVICES
217 General Patton Avenue
Mandeville, LA 70471

Custom Qualifiers Template

Fax To: 985-809-1888

DISCOUNT DEADLINE:

FRIDAY, OCTOBER 7, 2011

**\$60 before deadline
\$80 after deadline
(COST PER UNIT)**

Below please list your custom action codes. These custom codes will be ready for you when you pick up your reader at the show. (Please type or print legibly, maximum 28 characters per code.) To guarantee availability at show site, please fax this template in seven (7) days prior to show start.

The Following Characters May Not Be Entered As Part Of An Action Code:
Apostrophes ('), Slashes (/), Backslashes (\),
Dots (.), Carrots (^), and Quotes (")

Company																													
Booth Number																													
1																													
2																													
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The following is a list of the standard action codes that are included with your unit rental.

- Add to Mailing List
- Current Customer
- Distributor
- Has Purchasing Authority
- Have Sales Rep Call
- Hot Lead!
- Inquiry Only
- Interested Buyer
- OEM
- Product A
- Product B
- Product C
- Product D
- Product E
- Product F
- Schedule Demonstration
- Send Literature
- Send Pricing Info
- VAR
- Wants Presentation

To personalize these codes, or use your own codes, please fill in this template.

If you have any questions concerning any of the products or services being offered for lead collection, please feel free to call us at (985) 809-0600 and we will make certain your questions are answered promptly.