HOW TO FILE A CLAIM WITH GES Incident Report was Completed at Show Site

If this is in regards to a billing issue please call the National Service Center 800-475-2098

Please note that GES will not process a claim for theft of property, as it is not our responsibility to secure goods in transit or on the show floor. In these circumstances it is our recommendation that you file a claim with your property insurance carrier.

Prior to submitting a claim, please review the GES Terms & Conditions of Contract which is in the Exhibitor Kit, on the back of the Incident Report and at http://www.ges.com/TermsConditions;

After reporting your incident to a GES Representative at show site and receiving a copy of the Incident Report and reviewing the GES Terms & Conditions of Contract, a formal claim must be filed by the Customer within 30 days from the close of the show at which the incident occurred.

Reporting an occurrence of damage or loss at show site, which is documented by an Incident Report, only provides notice of an incident - it does <u>NOT</u> initiate the claim process.

Claim Filing via Fax or Regular Mail

A claim file will *NOT* be opened unless we receive the below information:

- A letter on the Customer's letterhead that includes the show name, date and location, the booth number and a detailed description of the damaged or lost item(s).
- A copy of the Incident Report.
- Dollar amount of actual damages.

To support your claim please include:

- A copy of the original purchase invoice for the damaged or lost item(s).
- Two dated repair and/or replacement estimates for the item(s), with the name and address of the company providing the estimate.
- Photographs of the damage/lost item(s), if applicable.

Please submit the above via regular mail to the address below or by fax. Please choose only one option.

Law Department Global Experience Specialists 6800 Santa Fe Drive Hodgkins, IL 60525 Fax: 630.295.6133

You will receive a fax confirmation within 7-10 business days of GES receiving your claim documentation which will include the GES assigned claim number. Once you receive the GES assigned claim number, you may email backup documentation and/or photos to claims@ges.com, you MUST include the GES assigned claim number in the subject line in addition to your company name.

RESOLUTION OF A CLAIM:

Claims will not be processed until GES' invoice is paid. You will receive correspondence from the claim handler approximately 30-70 days after receipt of the claim. <u>Due to the nature of the claim process we require that all communication be in writing to document the file.</u> GES will do its part to fairly handle the claim to conclusion.