

Instructions to Complete a Post Show Incident Report

Complete the Post Show Incident Report if you have lost or damaged freight shipped through GES Logistics 888-454-4437 or an incident that occurred at the close or move out of the show and was not reported 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 and at <http://www.ges.com/TermsConditions>;

Filing a Claim Post Show / Claim Filing via Fax or Regular Mail

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

- A contact name and fax number.
- Please provide as much detail as possible about the damaged/lost item(s).
- Please state only the facts about how the incident occurred, do not assume what happened.
- Provide us with first and last names and telephone numbers for witnesses to the incident, if any.
- Make a copy of the report for your records.
- State dollar amount of actual damages.
- Completed Post Show Incident Report with a letter from the Customer giving details of the incident.

To support the 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 available.
- A copy of the original purchase invoices 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 estimates.

Please submit the above via regular mail to the below address 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 along with 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. Due to the nature of the claim process we require that all communication be in writing to document the file. GES will do its part to fairly handle the claim to conclusion.



POST SHOW INCIDENT REPORT

Property Damage / Loss

All Incidents are governed by
GES Terms & Conditions of Contract

CUSTOMER INFORMATION:

Customer/Company Name: _____ Contact Name: _____

Address: _____

Phone: _____ Fax: _____ Email: _____

If EAC: _____ Contact Name: _____

Address: _____

Phone: _____ Fax: _____ Email: _____

SHOW INFORMATION:

Show Name: _____ City: _____

Booth#: _____ Facility: _____ Date of Incident: _____

Was this a GES Logistics Shipment? _____ YES _____ NO Delivery Date: _____

GES Order Form For Material Handling Services / Straight Bill of Lading: _____

Description of Incident: _____

Description of Property Damaged or Missing: _____

Value of Claim \$_____. Please include documents to support dollar value. Please submit this document and a letter on your company letterhead stating the facts of the incident and any supporting documents to:

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

Please go to www.ges.com/claims/ for detailed claim filing instructions. Claims will not be processed until GES' invoice is paid. Please see the Exhibitor Kit or www.ges.com/TermsConditions/ for a copy of GES Terms & Conditions of Contract. 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 your Company Name & GES assigned claim number in the subject line. You will receive correspondence from the claim handler approximately 30-70 days after receipt of the claim. ***Due to the nature of the claim process, we require that all communication be in writing to document the file.***

Customer Signature

Today's Date