

General order and payment information

and stand service delivery conditions of fairgourmet GmbH

1.) **Contact**

Your sole contact for all ordering processes, procedures and arrangements is our stand service team.

Tel.: +49 341 678 – 7020

Email: standservice@fairgourmet.de

2.) **Prices & Performance:**

The stand service prices are delivery-only prices and do not apply to conference rooms, halls or other areas outside the stand space you have rented.

Other services such as set-up and dismantling, service or catering staff are not included in the regular range of services and must be ordered separately.

3.) **Order & Order deadlines:**

The general order deadline for food, drinks and equipment is 10 working days before the beginning of the event.

Food must be pre-ordered for all event days within the general ordering period.

For orders placed after this deadline, we offer a limited catering menu. You can request this directly from our stand service team by telephone or email.

The deadline for ordering staffing services is 20 working days before the beginning of the event.

4.) **Repeat orders:**

Repeat orders for the following days must be ordered by telephone or email until 16:00 o'clock.

Repeat orders for the current day of the event can be ordered during the opening hours. Please allow 2-3 hours for delivery, regardless of the size of your order.

5.) **Special orders:**

Special items are all items that are not listed on the order list or in the Leipziger Messe online shop.

We recommend requesting such items at least four weeks in advance.

Returns, quantity changes or repeat orders exceeding the order quantity specified in advance are generally excluded for items outside our standard range.

A full cancellation fee of 100% applies to these items.

6.) Deliveries, scope of delivery, acceptance of delivery:

6.1 The customer must ensure that the delivery is received and acknowledged at the agreed time at the place of delivery.

If the customer is not present, the order will be delivered at a later time available to us. We reserve the right to charge a fee of € 25.00 (net) for each further delivery attempt.

6.2 The delivery must be checked for completeness by the client upon receipt of the goods. The recipient of the goods confirms the completeness of the delivered goods with his signature. Later complaints regarding the completeness and quality of the goods cannot be considered.

6.3 If the acceptance of goods is not signed, fairgourmet GmbH reserves the right to return them and invoice them in their full amount. The contract or order confirmation signed in advance by the customer shall be decisive for the invoice.

6.4 The risk of loss, damage, reduction and deterioration as well as consequential damage to the rented goods shall pass to the client upon acceptance of the goods by the client.

7.) Returns:

7.1 The returned deposit item must be receipted so that it can be counted towards the invoice, otherwise the deposit cannot be credited. The customer is responsible for obtaining a receipt for the return of the deposit. Please contact our stand service team directly.

7.2 At the end of the event, we cannot arrange any appointments for the return of the leased items. The exhibitor has a duty of care up to 2 hours after the end of the event.

7.3 We reserve the right to charge the client separately for leased items such as electronic devices in the event of demonstrably improper use and subsequent defects.

7.4 Unused items can only be returned until the end of the event in complete pieces, not opened and, if delivered in sealed original packaging, only in this form. The amount to be credited or refunded is 90 % of the value of the goods delivered.

8.) Surcharges:

8.1 The minimum order value is €100.00 (net) per event. Orders below the minimum value will be charged with a handling fee of 15.00 € (net).

8.2 Crockery, glasses and equipment must be returned in full in the boxes received on delivery. On return, care must be taken to ensure that the crockery is sorted by type, sorted and handed over in perfect condition.

8.3 Statutory surcharges for personnel services are passed on to the client at 100%. This includes the German public holidays for Saxony, as well as night surcharges for employment between 22:00 and 06:00 o'clock.

9.) Payment, Invoice, Default:

9.1 The client must state the desired billing address when placing the order if this is different from the ordering party. Changes to the company data, invoice address or contact person, as well as important payment information and invoice details such as the order number, which is essential for payment of the invoice, must be provided by the client at the time of order placement at the latest.

9.2 If the customer is in default of payment by changing an invoice address, we reserve the right to charge a processing fee of € 35.00 (net).

9.3 The general payment term of fairgourmet GmbH is 14 days without discount from receipt of the invoice.

We confirm the following terms and conditions:

Date

Signature