

## **General Conditions for Services provided by SPIE SAG GmbH**

### ***Payment / fees***

1. Connection and installation costs will be invoiced by the responsible ServicePartner direct to the exhibitor in the name and on behalf of NürnbergMesse GmbH and must be checked without delay.
2. Opening and connecting cables and equipment in supply ducts and connecting to cables of other neighbouring stands by the exhibitor or stand assembler EUR 250.00 plus VAT at the statutory rate.
3. Orders, or modifications to already existing orders, processed by SPIE SAG, which are not received by the organizer during the forecasted time for applications in a complete and correct form, will be surcharged on regular price with 25% for services at fixed prices and 50% for work at hourly rate (see **Further information / no. 1**).
4. Payment of the services ordered is due immediately on receipt of the invoice, which will be issued before the start of the event!
5. For changing invoices caused by the exhibitor / purchaser we reserve the right to invoice the effort of modifications.
6. Costs for repairing faults, which aren't caused by NürnbergMesse GmbH or ServicePartner SPIE SAG GmbH, have to be borne by the purchaser.  
(Costs will be invoiced according to fitter's hourly rate additionally to expended material)  
The invoice has to be paid immediately and due net

### ***Complaints / cancellation***

1. In the event of cancellation, the exhibitor must inform the ServicePartner in writing timely before the start of working, otherwise he will be charged with the full costs incurred.
2. Complaints concerning the scope of delivery/service must be checked and notified to the ServicePartner before dismantling the stand. Complaints cannot be accepted after the event as it is no longer possible to carry out a proper check of the delivery/service.

### ***Further information***

1. Orders must be received by the organizer or responsible ServicePartner in a complete and correct form within the deadline set for the respective event. SPIE SAG GmbH is under no obligation to provide services for orders that do not meet these requirements.
2. The necessary structural tests and analyses for suspensions need to be ordered at least six weeks before the start of the event. Ordered received after this deadline – insofar as SPIE SAG GmbH can still execute orders or make changes to existing orders of this kind – will be subject to a surcharge to reflect the shorter turnaround and the greater amount of work involved  
Starting three weeks before the start of the event, other fixed-price items/services will be subject to a surcharge. (see **payment/fees/ no. 3**)

3. The prices include the provision of the material on hire, installation and dismantling, all transport and storage for the duration of the event.
4. Material hired to the exhibitor by the ServicePartner remains the property of the ServicePartner. The exhibitor must ensure that the material used can be dismantled and returned in a complete and undamaged condition at the end of the event. Any missing parts will be invoiced to the exhibitor.
5. SPIE SAG GmbH shall not be liable for injury to persons or damage to property resulting from the installation, operation or incorrect use of the systems / equipment, unless liability is stipulated by legal regulations (e.g. in case of intent). Compliance with the safety instructions on the hired components is compulsory.
6. The supply points (ducts, channels, distribution panels) must be accessible at all times in case of danger or faults.
7. The unauthorized installation of cables and appliances using existing connections on other stands is not permitted and entitles the ServicePartner to immediately disconnect the connections concerned. A warning fee/penalty will also be payable in accordance with the General Conditions for Services (Payment/charges).
8. The Service Conditions of SPIE SAG GmbH are expressly acknowledged on concluding the contract and also apply to subsequent orders or hire arrangements made in the course of the business relationship.
9. Equipment / systems / machines / lighting not required must be switched off outside working hours.
10. Note the information and Technical Regulations published by the organizer.