



Dear Customer:

GES apologizes for any inconvenience that you or your Company may have experienced as a result of this incident. In the event that your Company chooses to file a claim, it is important that you and your Company understand what steps need to be taken to investigate the claim, as well as your Company's responsibilities with respect to the filing of a claim. As in all claim handling procedures, providing timely notice is necessary to begin the claim process.

For damage and/or loss during transport by GES Logistics 888-454-4437, please review the Claim Filing Instructions. If damage and/or loss occurred during the transport of your goods or equipment and you did not use GES Logistics, it will be necessary for your Company to file a claim with your cargo carrier in a timely manner. Please refer to your Material Handling Agreement for information relative to filing a claim with your carrier.

If damage occurred at show site, that type of claim might be covered under the GES Terms and Conditions of Contract previously provided to your Company in the Exhibitor Kit and as agreed to by your Company when you accepted GES as your Service Provider for this event. Furthermore, the Terms and Conditions of Contract are on the reverse side of the Incident Report and located at [www.ges.com/TermsConditions](http://www.ges.com/TermsConditions). The Incident Report and this handout will provide you with instructions on how to file a claim; this information is also available on the GES website, [www.ges.com/claims/](http://www.ges.com/claims/)

Please be aware that your Company carries the appropriate coverage of insurance with levels that would adequately protect it from any loss. 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. You should always contact your insurance broker in such cases.

**Prior to submitting a claim with GES, please review the GES Terms & Conditions of Contract. A 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 NOT initiate the claim process.**

As a final note, to better familiarize you and your Company with the steps involved in the claim filing procedures please review the Claim Filing Instructions or go to [www.ges.com/claims/](http://www.ges.com/claims/) so your Company completely understands how to file a claim with GES, if that is your Company's desire.

If your inquiry is regarding a billing issue, please call the Exhibitor Success Central at 800-475-2098. If your Company files a claim with GES, patience during the investigation of this matter is greatly appreciated. Please note that due to the nature of the claim process we require all communication be in writing to document the claim file.

Very truly yours,  
GES Management

## **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 Exhibitor Success Central 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 Espresso & 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 via email 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 NOT initiate the claim process.***

### **Claim Filing via Email or Fax**

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.

**Claims Department**  
**Global Experience Specialists, LLC**  
**Email: [claims@ges.com](mailto:claims@ges.com)**  
**Fax: 630.295.6133**

You will receive an email confirmation within 7-10 business days of GES receiving your claim documentation which will include the GES assigned claim number.

### **RESOLUTION OF A CLAIM:**

Claims will not be processed until GES' invoice is paid. You will receive correspondence from the claim handler approximately 90-120 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.