

EXHIBITOR HOW-TO GUIDE: ONLINE ORDERING

How to place an order:

1. Visit [Exhibitor Services - Palm Beach County Convention Center](#)
 - a. Google Chrome is the recommended browser
2. Scroll down and select the **"Click For Website"** button under Exhibitor Service Store.
3. Select which show you will be attending from the list of open stores.
4. On the next screen, you will need to register with our system by clicking **"Sign up"** (in green below the login credentials)
5. Fill in your account information and click **"Save"**.
6. Proceed to the Store by clicking **"OK"** on the next screen.
7. On the **"Navigation"** menu located on your left, you will choose the corresponding service category (Electrical, Internet, Etc.) to view the items you wish to add to your cart.
 - a. Once you "Select" an item and identify the quantity, you click the **"Continue"** button in the bottom left corner.
8. If you've determined that you've completed choosing the items you would like to add to your cart, you can simply click the shopping cart icon toward the top right of your screen to finish checking out your order.
9. This will take you to a screen where you will review your cart order to confirm the items included are correct. Once confirmed choose the **"Checkout"** button.
 - a. You can also choose to **"Save Cart"** and come back to complete your order at a later time. Please note: You must completely checkout & provide payment for your order to be officially submitted. You will receive the current rate at time of submission and not at time of saved cart.
10. If electrical, internet or rigging services are ordered, the next screen will allow you to fill-in or upload any booth maps, renderings, sign hanging form, etc. Once confirmed, you will be taken into our secure payment portal to complete your order.
11. When you have completed filling in your payment details choose **"Place Your Order"**.
12. You will receive a Confirmation email from exhibitorservices@pbconventioncenter.com with your receipt once the payment is complete.

How to request **TAX EXEMPT**:

Send an email to exhibitorservices@pbconventioncenter.com with your completed tax-exempt form **BEFORE** you place an order. A PBCCC representative will reach out with instructions on how to complete your order. **You will not be able to order services online.**

How to request a refund:

Send an email to exhibitorservices@pbconventioncenter.com to request a refund or cancellation of an order. Request must be received prior to installation of the event, and refund amount will be based on the date the cancellation notice was received.

- **100% REFUND = 14 – 90 Days** prior to the first scheduled exhibitor move-in day
- **50% REFUND = 3 – 13 Days** prior to the first scheduled exhibitor move-in day
- **NO REFUND = Onsite – 2 Days** prior to the first scheduled exhibitor move-in day