

SIGNED SUBMISSION OF THIS FORM IS REQUIRED PER THE EVENT ORDER AGREEMENT BETWEEN THE PARTIES and is in addition to any other contract requirements. Definitions of capitalized words are as provided POLICY-DEFINITIONS or as given herein.

EVENT ORDER (“EO”) CANCELLATION, CHANGE, POSTPONEMENT AND/OR SUBSTITUTIONS (“POLICY-CC”)

THE PARTIES HAVE AGREED NOTICE OF CANCELLATION, CHANGE, POSTPONEMENT AND/OR SUBSTITUTIONS MUST BE MADE IN WRITING BY FORM-CC (ATTACHED). NO OTHER COMMUNICATION SHALL BE VALID AND THE DATE OF RECEIPT SHALL BE THE DATE OF NOTICE. ANY OTHER CLAIM OF NOTICE OR CONTRACTS IN DEFAULT INCUR A 100% CANCELLATION FEE.

USER CANCELLATIONS. You, the USER, can cancel a contract or individual items before they are loaded for delivery and a future event ECREDIT placed into your account for any balance remaining after any fees and costs already incurred are deducted. The CDW Waiver, if purchased, allows 100% CASHOUT of your ECREDITS, otherwise your full ECREDIT may be transferred or sold to another. ECREDITS expire 15 months after issue with no remaining value. No other CASHOUT options exist. Payments once made (cash, check, electronic, credit/debit cards) are not refundable, are fully earned and cannot be cancelled or charged-back. Adjustments and credits are available only as provided in the EO. Contract default before or after Form-CC submission results in a 100% cancellation fee and 100% loss of any ECREDIT available.

LIMITED CDW WAIVER. You may purchase the CDW WAIVER for the purpose of receiving its CASHOUT provision at any time, however if not purchased 45-days in advance in addition to the purchase cost, its 20% deductible will apply to the amount to be refunded and none of its other benefit(s) will apply.

SUBSTITUTIONS, DECREASES and ADDITIONS (“CHANGES”). Contract items may be changed by either PARTY anytime from available local inventory provided the contract total remains the same or increases. If made by USER, a \$20 change/contract re-issue fee and additional preparation, setup and delivery charges may apply (these will most likely be incurred in last minute instances). If made by AEG, no fees apply. Any reduction of the contract total made by USER is a CANCELLATION and requires cancellation fees (below) be applied. Any reduction made by AEG require a cash credit be applied to USER’s account. NOTE: CHANGES removing items with costs already expended or “CAE” incurred (for example: insurance, waivers, special or custom order items, preparation, dock and setup labor and delivery costs already incurred) require all costs already expended to be paid. CHANGES are added at current pricing without discounts or OFFSETS. CHANGES with a net decrease in items remove also any OFFSET given or applicable to your contract at a minimum \$0.50 reduction per \$1.00 of EO decrease.

POSTPONEMENT. Contracts may be postponed by either PARTY for the payment of a postponement fee that varies with date of postponement. If more than 30-days before event, the fee is \$200 unless due to an EMERGENCY BASIS (as defined in the contract - for example a pandemic) then it is \$100. If less than 30-days before event, the fee is 25% of the EVENT ORDER TOTAL (minimum \$200). However, USER may select or be given additional RENTALS (not services) equal to the POSTPONEMENT FEE to OFFSET the cost. “Postpone to” dates and times depend upon equipment, labor and delivery availability and are by MUTUAL CONSENT. PRICE INCREASES: If POSTPONED by USER, costs on the new event date will apply. This will be initially estimated and finalized as a contract ADD-ON 60-days prior to the new event date. If POSTPONED by AEG, costs will be held to those in the original contract. POSTPONEMENTS do not postpone payments - the original payment dates must still be met. POSTPONEMENTS shall not exceed 15 months.

CANCELLATION. USER may CANCEL all or part of a contract under certain conditions for payment of any CAE (costs already expended) plus a cancellation fee that depends upon the number of days before the event date that your Form-CC is received by AEG and the contract size. A future event ECREDIT will be placed in USER’s account for any credit remaining after these costs. Unless the CDW Waiver has been purchased ECREDITS can not be cashed-out by AEG. However, ECREDITS can be transferred or sold to another USER. ECREDITS from expire 15 months after issue with no remaining value.

If cancelling some of your items - TO AVOID CANCELLATION FEES you should SUBSTITUTE items for those no longer needed. If the contract value remains the same or increases, the only fee is the \$20 contract change fee.

CANCELLATION FEES: CAE costs (defined above) are deducted first and cancellation fees applied to the remainder. The following include the \$20 change/contract re-issue fee: to cancel 50% of more of a contract the minimum fee is \$250, to cancel less than 50% the minimum is \$100. If greater than the minimum the following cancellation fees apply: if cancelled more than 60-days before RENTAL START date a 25% cancellation fee applies; 31-60 days before is 40%, 21-30 days before is 50%; 11-20 days before is 60%; 4-11 days before is 75% and a 100% cancellation fee applies 3 days or less before, to a cancellation without submission of a properly signed Form-CC, to a defaulted contract or to a postponed event that does not occur. Common examples of default are non-payment, reversed/charged-back

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payments and non-compliance with the dispute resolution process. Note: CAE costs include the costs of insurance, cost of waivers, site review fees, engineering and permit fees, booking service fees, check issue and bankcard processing fees and custom items expended upon contracting. CAE items are fully earned upon booking and not cancellable or refundable if “used” or not.

- **SPECIAL CHIAVARI CHAIR CANCELLATION FEES:** Chiavari chairs can be cancelled (in lots of 10) for a flat \$2.00 fee per chair if cancelled 30 or more days before the event, else the percentages given above apply.

CANCELLATION WITHOUT NOTICE occurs and 100% cancellation fee is incurred: (1) once equipment leaves the warehouse, (2) if ACCESS to ESITE is unavailable or denied, (3) if contract default occurs or (4) if an attempt to cancel items without the signed submission of this FORM-CC occurs.

REINSTATEMENT OF CANCELLED CONTRACT can occur upon MUTUAL CONSENT if items, labor and delivery remain available for the payment of a \$100 reinstatement fee, all late fees and all costs incurred.

FORCED ADDS. If ACCESS to ESITE is unavailable or delayed, location markings not placed or if ACCESS is unavailable or denied at time of pickup, additional rent at 3X-DAYRATE and double-overtime labor is incurred by USER for all times involved. The unauthorized keeping of rentals is prosecutable and may be a criminal felony.

ADDITIONAL POINTS: (a) There is no adjustment for decreasing the period (days) of a multi-day rental once delivered; (b) The “CDW WAIVER” provides cancellation credit pay-out benefits but must be purchased 45-days or more before the event date and (c) a cancellation while payments are overdue increases the CANCELLATION FEES (above) by an additional 25% (i.e. if 25% listed above, new value will be 50%) .

MULTIPLE POSTPONEMENTS OR POSTPONEMENT & CANCELLATION. Fees apply to each instance of postponement or cancellation of a contract including all earlier ones. A postponed contract that is later cancelled will have a 100% cancellation fee. Only one POSTPONEMENT is allowed by this agreement without the CONSENT of both PARTIES. Second and subsequent POSTPONEMENTS are by mutual CONSENT only. All POSTPONEMENTS are dependent upon available inventory and labor and may be refused until both are available, as determined by AEG.

MINIMUM ORDER. The minimum order size as stated in <https://www.amerevent.com/quote>, must be maintained as well as the minimum order size required for delivery based \$20 per mile (one-way only).

DEFICIENCY SUBSTITUTIONS. AEG is allowed to make repairs or equivalent substitutions and replacements of any items that are not fully functional or satisfactory. USER shall immediately notify AEG using the DEFNOTICE system detailed in their contract confirmation to provide explanation and documentation. Late notices shall not be adjustable. Such correction shall be acceptance as-is, where-is and of meeting all requirements. There is no free use of any item or service due to ERROR, EMERGENCY, malfunction or unsuitability. Equivalency shall be determined by AEG based on skill, functionality, appearance and similar use. Refusal of a SUBSTITUTED item is cancellation and subject to then current cancellation fees. USER shall assure no more than one trip shall be required by AEG to obtain replacements or SUBSTITUTIONS.

AGREEMENT TO POLICY-CC. The PARTIES agree POLICY-CC is a binding attachment to the EO contract and once a payment is made it is NOT REFUNDABLE and cannot be reversed or charged-back. Any credit is ONLY available as a future use ECREDIT not as a cash refund but and ECREDIT may be cashed-out by AEG if USER has purchased the CDW waiver otherwise USER may only use, transfer or sell an ECREDIT in full (one time transaction). It is agreed that once rentals and services are contracted they are fully earned and payable and delivery is not required for contract costs to be payable. It is agreed no costs, damages, fees or other must be incurred, demonstrated, or proven by AEG for the fees and costs given in this POLICY-CC or the EO contract to be earned and payable.

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Please complete, sign and submit FORM-CC (given on next page).

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FORM-CC: EVENT ORDER (“EO”) CANCELLATION AND CHANGE REQUEST

---THIS FORM CAN ONLY BE USED IF YOU HAVE SIGNED A CONTRACT---

ONLY THE USER OR CONTRACT SIGNOR MAY SUBMIT THIS FORM. A USER AGENT MAY NOT SUBMIT OR COMMENT.

I, the authorized SIGNOR of USER, hereby give notice of EVENT ORDER CANCELLATION, CHANGE OR POSTPONEMENT of the EVENT ORDER # listed by my signature as follows below: (CHECK THE APPROPRIATE BOX)

- ADD OR REMOVE the items or services below:
- POSTPONE the entire EO AGREEMENT described below:
- POSTPONE the items or services described below:
- CANCEL the entire EO AGREEMENT described below:
- CANCEL the items or services described below:
- SUBSTITUTE the items or services described below:

DETAIL WHAT YOU ARE REQUESTING BELOW:

(NO NEED TO LIST INDIVIDUAL ITEMS IF YOU ARE POSTPONING OR CANCELLING THE ENTIRE AGREEMENT. SERVICES ALREADY PROVIDED, PURCHASES, SPECIAL ORDER RENTALS AND RENTALS ALREADY DELIVERED HAVE A 100% CANCELLATION FEE.)

	CANCELLATION FEE
	BY DAYS SUBMISSION IS BEFORE EVENT DATE:
	> 60-days = 25%
	31-60 days = 40%,
	21-30 days = 50%;
	11-20 days = 60%;
	4-11 days =75%
	<4 days = 100%
	MINIMUM FEE: \$200

SIGNOR AGREES WITH and AFFIRMS full review and understanding of this POLICY-CC. SIGNOR agrees that costs and fees of up to 100% of the contract total may apply as given in POLICY-CC. The PARTIES agree POLICY-CC is a binding attachment to the EO contract and once a payment is made it is non-refundable and any adjustment or credit is by a future use ECREDIT only. However AEG will CASHOUT (see POLICY-DEFINITIONS) an ECREDIT if USER has purchased the CDW waiver. In all other instances, USER may only use, transfer or sell an ECREDIT in full (one time transaction) by contacting AEG. It is agreed that once rentals or services are contracted they are fully earned except as provided herein and no costs, damages, fees or other must be incurred, demonstrated, or proven.

SIGNOR AGREES PAYMENTS ARE NON-REFUNDABLE AND CANNOT BE CANCELLED OR CHARGEDBACK. ALL REFUNDS, ADJUSTMENTS OR CREDITS ARE BY FUTURE USE ECREDIT ONLY except if you CDW waiver purchased. You may also sell or transfer an ECREDIT. For these options your current address and account information must be verified and your request documented. Please submit the form at: <https://CBR.amerevent.com>.

CONTRACT ID # IS: | _____ | - | _____ | *FORMAT = (MMDDYY-ZIP+4)*

EVENT DATE: | _____ | EVENT LOCATION: (CITY) | _____ | (STATE) | _____ |

EO SIGNOR or USER AGENT (authorized SIGNOR): _____

PRINTED NAME: _____ DATE: ____ | ____ | 20____

SIGNOR EMAIL: _____

CANCELLATION OR CHANGE WITHOUT PROPER SUBMISSION OF THIS FORM-CC OR CONTRACT UNCURED DEFAULT BEFORE OR AFTER FORM-CC SUBMISSION INCURS A 100% CONTRACT CANCELLATION FEE.

SCAN SIGNED COPY AND RETURN BY EMAIL (contracts@amerevent.com) or by toll-free fax: (888) 849-2882. If submitted by email, the email account used MUST BE THE CONTRACT SIGNOR’S EMAIL OF RECORD ON THE CONTRACT. **THE PARTIES AGREE THIS FORM SHALL NOT BE DEEMED RECEIVED UNTIL CONFIRMED BY AEG.** CONTACT YOUR ACCOUNT MANAGER IF CONFIRMATION NOT RECEIVED WITHIN TWO BUSINESS DAYS (M-F).

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