



FREQUENTLY ASKED QUESTIONS

- **What services do you offer?**

Our key areas of expertise include: event furniture hire, display panel hire and sales, art show installations, exhibition booth hire, school event installations, custom exhibition stand hire and more!

- **Where can I find your furniture hire brochure?**

Our furniture brochure can be found on [our website](#). You may manually order with the hire guide order form on page 12. Alternatively, our [online ordering system](#) allows you to view our entire range of furniture including prices and dimensions.

- **Where do you deliver?**

Our hire and install service covers the greater South-East Queensland area including to Northern NSW and Toowoomba. Please refer to our delivery rates for fees to various regions, or contact us for a quote outside the areas specified.

- **What time will you deliver and pick up my order?**

We can generally accommodate whatever time you would like. When making your booking, please let us know your desired time and we will confirm with you.

- **Will you install and dismantle my order?**

As part of our delivery and pick up service, installation and dismantling of your order is also included.

- **Can I pick up my order myself?**

Yes. However, if you have ordered display boards or large furniture items, you will need a van, ute or truck. Our warehouse is located at 38 Matheson Street, Virginia. Please call ahead on 07 3216 2512 to book in a time for pick up.



FREQUENTLY ASKED QUESTIONS

- **What size display boards are available?**

Our black fabric display boards are available in 3 standard sizes, as follows:

- 1.8m high x 1.2m wide
- 2.4m high x 1m wide
- 2.4m high x 1.2m wide

Our Octanorm white display boards are available in 2 standard sizes, as follows:

- 1.8m high x 1m wide
- 2.5m high x 1m wide

- **How can I apply graphics to my display boards/booth wall panels?**

Our recommendation will depend on which display panels we are providing you with. Both types of panels are also compatible with our art hanging system.

For our Octanorm white wall system:

You can apply **removable vinyl stickers** or **double-sided tape** directly to your wall. **Blu tac** and **3m tape** are also compatible with our white walls. No permanent fixings such as hooks, screws, nails or paint are to be used. All of our panels are reusable, so we need to make sure they're in top condition for the next exhibitor to use them. If you want to install a completely seamless graphic panel, please talk to our team at about a fabric reframe option or direct printed infills.

For our black fabric wall system:

Our fabric panels are velcro compatible, so you can apply **hook velcro tape/dots** to your posters or signs and hang directly on the wall. **Push pins**, **thumb tacks** and **staples** are also compatible with our fabric panels. Again, as our panels are reusable, no permanent fixings such as hooks, screws, nails or paint are to be used. If you want to install a completely seamless graphic panel, talk to our team at about a fabric reframe option or a digitally printed boards that velcro onto the shell scheme booth.



FREQUENTLY ASKED QUESTIONS

- **What is the hire period?**

Hire price includes up to 7 days hire (same hire price for 1 day up to 7 days and anywhere in between). Longer hire periods can be arranged and quoted for.

- **When is payment required?**

Payment in full is required 7 days prior to delivery of goods, unless specified on your quote or invoice. Exhibition & Display Services accept no responsibility for non-delivery if the booking has not been confirmed.

- **What payment methods do you offer?**

You can pay by credit card (the green 'Pay Now' button in your invoice email or [on our website](#)), or pay via EFTPOS with the details below:

Account Name: Exhibition & Display Services

BSB: 084 929

Account: 128 471 944

Please include your invoice number or business name and email remittances to: info@exhibitiondisplayservices.com.au

- **What if I need to cancel my order?**

All orders incur a non-refundable 10% deposit. Any cancelled orders within 48 hours will incur a 20% fee. Full charges will be applicable if within 24 hours of delivery. There is no charge to reschedule dates if required.

- **Can I purchase display boards?**

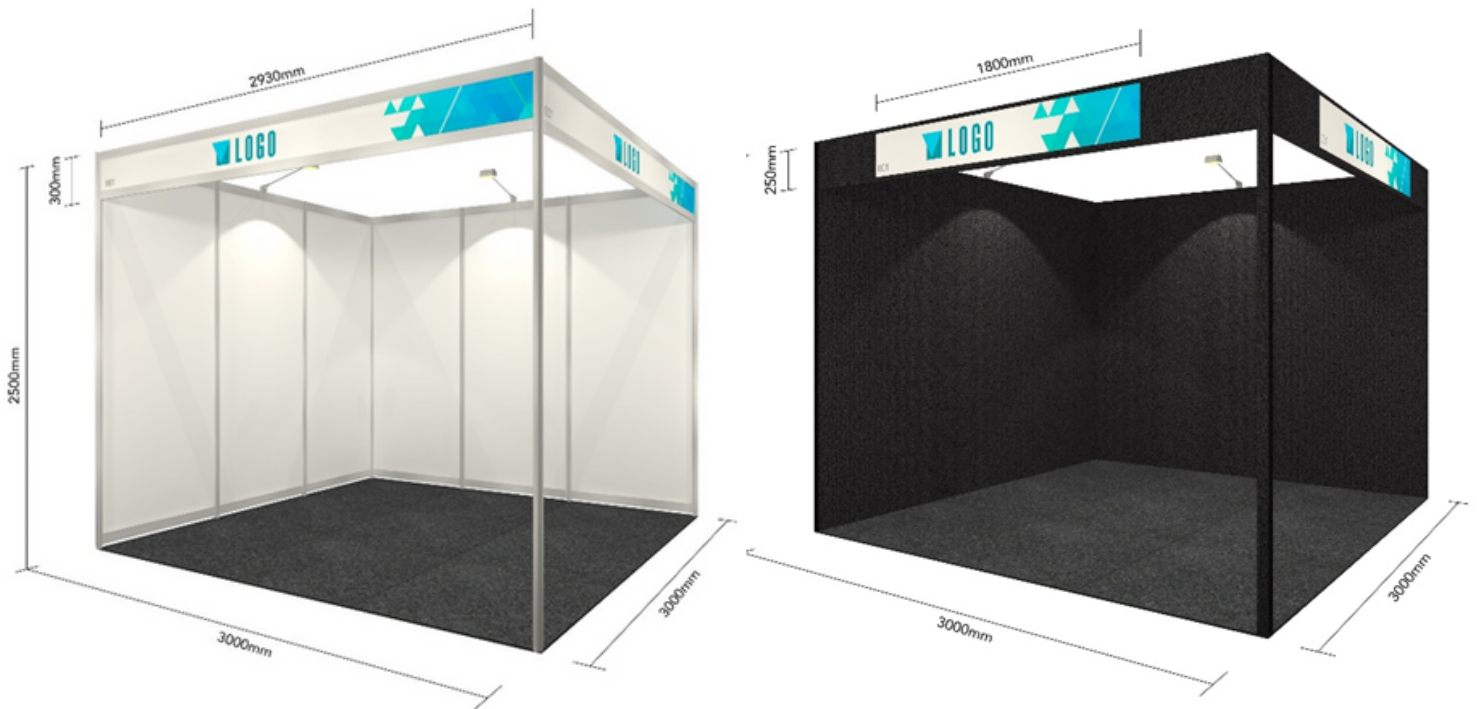
Yes. Our display boards can be purchased, allowing you the freedom to reuse them for whatever events you require. Our boards are made to order and can be shipped to anywhere in Australia. We have a select standard sizing on [our website](#) or we can create a custom size that is suitable for your use.



FREQUENTLY ASKED QUESTIONS

- **What are the dimensions of my booth?**

We have a few different options of booths. The standard size is 3m wide x 3m deep. The height of the booth will always be either 2.4m high for black fabric walls or 2.5m high for white octanorm booths. Diagrams with critical measurements on the different booths are shown below:



- **Where can I find information on the exhibition I am attending?**

Most exhibitions and events have their own dedicated website. For example, if you would like to find the Brisbane Home show, you would visit the organiser's website. Most exhibition organisers generally provide all exhibitors an info pack with all the information regarding to the event. If you can't find this, we can provide it through our website. Simply click on the 'Exhibitor Forms' at the bottom of the page to access our fascia forms and hire guides. You can still order furniture with us even if you are attending a show that Exhibition & Display Services is not the main hire equipment contractor for.



FREQUENTLY ASKED QUESTIONS

- **Can I display items outside my booth area?**

No. For health and safety, you are not allowed to extend beyond your stand area without consent from the organiser.

- **Can I change the text on my fascia name board?**

Yes. We have a fascia form available for all of our expos. You can request a custom printed fascia sign or the standard text sign. Before you get in touch with us, you need to confirm whether your fascia name board is editable with your organiser. Some organisers stipulate that the name boards must be uniform throughout the show.

- **Can I remove the fascia board on my booth?**

Yes. You can request the fascia to be removed before the event. As mentioned previously, please confirm with the expo organiser if your fascia name board is editable with your organiser. If the fascia board needs to be removed onsite there may be additional labour charges.

- **Can I install a TV directly on to my exhibition system wall?**

No. You would need to reinforce the wall panel to help your booth support the weight, or use a TV stand. Please contact us first and so we can properly install your preferred multimedia screen as part of our set-up and installation service. This will ensure the safety of your staff, guests and reduce the risk of damaging your display board.

- **Do you offer special discounts or promotions?**

From time to time, we may offer special discounts throughout the year. Please follow us on social media to see promotional posts and keep up to date with our latest offers. We post regularly on [Facebook](#), [Instagram](#) and [our blog](#).



FREQUENTLY ASKED QUESTIONS

- **Can you help me design a custom exhibition stand?**

Exhibition & Display Services provide a comprehensive stand design, hire and installation service. From concept to completion, we can deliver what you need at every stage. Based on initial briefing and display requirement, we will design a preliminary concept presented in 3D outline format. Once approved, this is developed into a coloured concept of your final stand build, complete with graphic placement, finishes and furniture. Stand construction is the final step, in liaison with you to ensure a seamless onsite installation. Read more about our process [on our website](#).

- **Are you COVID safe?**

Exhibition & Display Services understands first-hand the economic impact of the COVID-19 pandemic on our industry and others. We are offering contactless delivery and pick up, as well as increased cleaning and social distancing measures. If you are organising a COVIDSafe event, we have a range of [COVID products available](#). Exhibition & Display Services will endeavour to continue providing high quality service while keeping everyone safe.

- **What if I have a question you haven't answered here?**

If you have any other questions not covered here, please reach out to us on info@exhibitiondisplayservices.com.au or call our office on 07 3216 2512.