

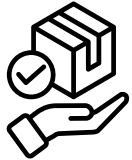
Best Practices

IBSA | Tradeshow Rentals



ORDERING

- Be mindful of your tradeshow dates and rental windows.
- Tradeshow rentals can be made up to 60 days in advance. However, the latest an order can be placed to arrive for your event is 12 business days beforehand.
 - Rental Window:
 - Begins 8 days before tradeshow.
 - Ends 12 days post tradeshow.
- Please ensure you return tradeshow rental items immediately after the end of your event.



RECEIVING YOUR ITEM

- First ensure that a return label was included in your shipment. If not, contact shopinterstate-cs@halo.com immediately
- Take a picture of everything you received for your records. Document any damages or missing parts if applicable. If missing parts, contact shopinterstate-cs@halo.com immediately
- If you need assistance with set up, instructional videos can be found on the webstore



RETURNING YOUR ITEM

- Utilize the return label provided by Halo, as it contains SKU/program details necessary for the warehouse to process the return efficiently. Note: All items sent to Halo must have a SKU and program information. If a return label is missing, contact shopinterstate-cs@halo.com immediately.
- Breakdown your rental set ups and take a photo for your records before packaging.
- **Only return the items you received from HALO for your rental in the box. Additional handling fees will be incurred for items outside the scope of the rental agreement.**
 - If you require additional items to be set up on the tradeshow portal site, please contact BrandActivation@ibsa.com. Ensure to include a description of the item, an image on a white background, specifications, and the quantity of the items being listed.
- Ship out at your earliest convenience so that your rental can be checked in for the next user.