



Dear Exhibitors,

We are looking forward to a return to **Seven Springs, Bcj Ya VV%-17** and want to make sure your experience is a pleasant one. Enclosed are the forms and information necessary to plan your schedule. Should you have any questions please feel free to call us at (866) 607.4108.

Please pay careful attention to the announcements on this sheet as well as the contents of your manual. Once again thank you for exhibiting at Johnson's Log Home & Timber Frame Show, and we look forward to seeing you all in Pennsylvania.

Regards,

Eric

**NOTE: Ceiling Height is 16'-0" in Main Hall and
13'-8" in Galleria**

- All Exhibitors are required to submit an insurance policy naming Solid WOOD Promotions, LLC as an additional insured for no less than 1M. Please see the Terms & Conditions on the reverse side of the contract. Also, we have forms to purchase single/multiple event insurance should you require it-please call us for details.
- Please pay **CAREFUL** attention to move-in/out times, Overhead Door Clearances etc. Your cooperation and patience are always appreciated.
- Should you be selling products off the floor, please be aware of PA Sales and Use Tax. You may need to adhere to "Temporary Sales and Use Tax" laws.
- Please bring your own Carts: due to theft/liability carts are at a premium if at all available
- Please read and understand the move-in/out times and guidelines listed in the Essential Information and Rules and Regulations that are attached.



Badge Request and Company Listing Form

This form is for exhibitor badges and PROPER company listing for the show program for **Johnson's Log Home & Timber Frame Show – Pennsylvania**. Please fill in the spaces below and return by Friday, November 1. Thank you and we look forward to seeing you in Seven Springs.

Company Listing: Please choose one of the following- Log Home Company, Timber Frame Company, Builder, Handcrafted Furniture, Décor & Accessories, Financing, Real Estate, Fireplaces & Stoves, Flooring, Lighting, Heating & Air Conditioning, Log Home Handcrafter, Care & Maintenance, Restoration, Windows & Doors, Cabinets, Hot Tubs & Saunas, Tools & Equipment, Structural Insulated Panels, Stairways & Railings, Associations, Publications (category not listed- add your own)

Company name: _____

Company listing: _____

Exhibitor badges:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

Please fax back form @ (518) 618.1413 or email: ejohnson@loghomeshow.com



Call for Seminars and Demonstrations –
Johnson's Log Home & Timber Frame Show :
Seven Springs, PA

We're getting ready for a great show in Seven Springs and need to fill our seminar **AND** demonstration slots.

SEMINARS: Offer an opportunity to get in front of attendees and leave an impression that says 'these people know their stuff', what it is NOT is a sales pitch...we are looking for informational, diverse, and well put together "neutral" presentations. We will provide an LCD projector; you provide the presentation and handouts if applicable.

We are looking for presentations that encourage thought and feedback, you need not be a professional speaker, but one who is knowledgeable in their chosen field. Ideas of some topics we are looking for include: designing your log/timber frame, financing, selecting a company, understanding the log/timber frame package, finish and maintenance, heating systems, foundations, construction, interior design, the process, etc. and any other ideas you may have.

DEMONSTRATIONS: We're looking for demos on all products like: log stacking, building an insulated log wall, timber frame joinery, making furniture, maintenance (application techniques) etc. We are looking for informational, diverse, and well put together "neutral" demonstrations.

Each seminar and demonstration begins on the hour and ends after 45 minutes. We ask that you include your Q and A in that timeframe.

There is also the chance that you may be asked to do multiple presentations per day- there will be a box below to check if you are ok with that. Please fill out the information below and provide an outline of your presentation if possible.

Title of Presentation: _____

Name of Presenter and Title: _____

AV needs: LCD _____ None _____

Yes _____ I would love to present more than once a day: No _____ Once is enough!

Description: _____

Please respond no later than Friday, November 1, via fax at 518.618.1413 or email
ejohnson@loghomeshow.com



Guest List Request

Johnson's Log Home & Timber Frame Show- Seven Springs, PA/November 15-17

We encourage you to invite your guests-

Please provide us with the names of your guests and have them check in at the Will Call desk when they arrive.

Please fax, email or mail this form to us **AT LEAST ONE WEEK PRIOR TO THE SHOW DATE**, if you miss this deadline, or plan to make additions/changes, it's best to bring the list with you to the show and leave it at the Will Call desk. Changes or additions can be made at the Will Call desk at any time during the show.

We request that you print first and last names carefully. Feel free to attach additional sheets as necessary. Please **DO NOT** forget to include your company name. Thank you.

COMPANY NAME: _____

1. _____

11. _____

2. _____

12. _____

3. _____

13. _____

4. _____

14. _____

5. _____

15. _____

6. _____

16. _____

7. _____

17. _____

8. _____

18. _____

9. _____

19. _____

10. _____

20. _____

Please fax back form @ (518) 618.1413 or email: ejohnson@loghomeshow.com



Essential Information- Exhibitors
Johnson's Log Home & Timber Frame Show
Seven Springs, PA: November 15-17, 2019

Show Manager: Eric Johnson, Telephone: (866) 607.4108 Cell: (518) 321-7438

Dates/Show Hours:

November 15 (Friday) 1pm - 7pm
November 16 (Saturday) 10am - 6pm
November 17 (Sunday): 10am - 4pm

Location:

SEVEN SPRINGS MOUNTAIN RESORT
777 Waterwheel Drive
Seven Springs, PA 15622

Host Hotel Information:

SEVEN SPRINGS MOUNTAIN RESORT
777 Waterwheel Drive
Seven Springs, PA 15622

Room	
Lodge Rooms	139.00
Tower Rooms	149.00

Use keyword:
“LOG HOME SHOW”
Distance to Center- attached
Cutoff: 11/19/2019

Reservations Numbers: 800-452-2223 or 814-352-7777, ext. 7009.
Fax: 814-352-2010

Exhibitor Badges (Onsite Registration):

Exhibitors must provide show manager with a list of badge holders by Friday, November 8. Pick up your badges at the Will Call desk.
Exhibitor Check-in:
(Will Call Desk in Registration Area)

Set-up Hours: We NEED your patience and support here to facilitate a smooth move-in/out.

NOTICE: Ceiling Hgt is 16'-0" in Exhibit Hall (3) Overhead Doors: (11'-8" high x11' wide). (1) Dock. Large Structures: 10x20 or larger **OR** anyone requiring drive-on the floor access: November 12 (Thursday): **10am - 6pm ONLY**. All others: Friday 8am -12noon. All exhibits must be ready for inspection by show management and Fire Marshal by 12pm, Friday All booths set by 12pm- Friday: No Exceptions

Dismantle Hours : November 17
 (Sunday): 4:01pm – 9:00pm NOTICE: Drive-on access:
 5pm or so. NOTE: – Please break booth down prior to driving on the floor.
 (we need to allow at least 1 hour after show ends before vehicles are
 allowed on the floor)
 November 18: (Monday): 8:00am – 12 pm For safety and liability purposes,
 vehicles can only drive on show floor during the following designated hours;
 please plan accordingly:

Driving onto the floor:

Drive –On, Move-In November 14 (Thursday): Limited Friday	10am-5pm. Large Structures 10x20 or larger OR anyone requiring drive-on the floor accessibility.
Move-Out: November 17 (Sunday): Need approximately (1) hour before vehicles allowed on floor.	5:00pm (approx) – 10 pm
November 18 (Monday):	8am – 12pm

Forklift See convention center services.

Show Colors: Hunter Green Drape

Show Company: Solid WOOD Promotions
 6 Loren Drive
 Queensbury, NY 12804
 866.607.4108 fax- 518.618.1413

Service Contractor: **General Exposition Services/Cutoff special rates: 11/8/2019**
 Limerick Business Center
 205 Windsor Road
 Pottstown PA 19464
 (610) 495-8866/FAX: (610) 495-8870

Exhibitor Parking: Longterm: Trailer/Truck parking –
 FREE Daily: FREE

Travel Information: **Address**
 777 Waterwheel Drive, Seven Springs, PA 15622

Driving Directions

Within Easy Reach

Seven Springs is located approximately one hour's drive southeast of Pittsburgh. It is easily accessible off exits 91 or 110 of the Pennsylvania Turnpike. Pittsburgh International Airport is the nearest metropolitan terminal. Pickup from this airport is available by prior arrangement.

Exit 91, Donegal

Turn left off the exit ramp (Routes 711 and 31); approximately two miles, turn right on Route 711; follow 711 for about two miles; at the Star Market in Champion, turn left; follow the signs to Seven Springs (approximately eight miles) on the right.

Exit 110, Somerset

Turn right off the exit ramp at the second light; at the third traffic light turn right (Route 31, West); follow 31 West approximately seven miles; turn left at Pioneer Park; follow that road approximately four miles; at the first stop sign, turn right. Seven Springs will be five miles ahead on the left.

Maps and GPS

For a map and directions from your city using Google Maps [click here](#)

Destination address - 777 Waterwheel Drive, Seven Springs, PA 15622

GPS Coordinates: 40°01.746 and 79°17.319

Johnson's Log Home & Timber Frame Show: Exhibit Rules and Regulations



Johnson's Log Home & Timber Frame Show- Pennsylvania

(November 15-17)

Seven Springs Mountain Resort
777 Waterwheel Dr , Seven Springs, PA 15622
800-452-2223

Building Facts- Ceiling Hgt: 16'

Floor- Unlimited load capacity; NO dropping materials.

Drive on- 11'-8" h x 11' w OH Door; Docks- (1).

The following exhibit rules and regulations are supplemental to and are incorporated by reference in the Application & Contract for Exhibit Space between Solid WOOD Promotions (SWP), and your company as exhibitor, and govern the use of the exhibit space contracted for as if they had been fully set forth in the Application & Contract for Exhibit Space.

In reading these rules and regulations, "we" and "us" means Solid WOOD Promotions, and authorities of the Seven Springs Mountain Resort, and Host City, county, state and federal governments as appropriate. "You" means your company and its authorized representatives and personnel. Where a specific entity or governmental body is required, we will identify them by name.

Responsibility

It is your responsibility to be fully familiar with these exhibit rules and regulations and to see that each member of your company attending the exposition is also familiar with these regulations. We recommend that you distribute copies to all those who will be present for the exposition.

Contract for Space

Our acceptance of your order for a booth, assignment of exhibit space to you, and the full payment of rental charges, constitutes a contract for rental of space assigned. If you fail to occupy your exhibit space you still have the obligation of paying the full rental price.

Payment for Space

Full payment for the contracted booth space must be received 15 days prior to setup of your exhibit booth. No Payments will be accepted at the show. We reserve the right to cancel your booth space reservations if the full amount of the rental charge has not been received 15 days prior to the show.

Assignment of Exhibit Space

We reserve the right to make final space reassignments after your application is accepted should it be necessary in the best interest of the show, as determined solely by us. You have the right to a full refund if our reassignment is not acceptable.

Occupancy of Space Deadline

All exhibits must be completed and ready for inspection by us by 12:00 pm on Friday, November 15. Absolutely no exhibits may be set-up during show hours. Should any rented space remain unoccupied on the opening day at 12:00 pm, or at any time thereafter, it is our right to rent or occupy that space.

Final closing time is 4:00 p.m. on Sunday, November 17. No dismantling or packing may begin prior to closing time.

Following are the designated dismantling times: 4:01 p.m. - 10:00 p.m., Sunday, November 17, and 8 a.m. -12 noon on Monday, November 18. See Exhibitor Essential Info for details

Exhibitor Badges

Exhibitor badges for the exposition will be available on-site free of additional charge for you and your employees. Each 10x10 booth will be allowed 5 complimentary exhibitor badges. All persons working in your booth will, in effect, be your employees during the length of the show and you are fully responsible for any liability which may occur.

Liability and Insurance

All exhibitors must forward a Certificate of Liability Insurance of no less than 1M naming Solid Wood Promotions as an additional insured. See Special Notice, Item 1, for additional information.

You should obtain insurance coverage for all your exhibit merchandise at site and in transit inclusive of business

interruption insurance, if applicable. We will not be held responsible for any loss or damage, however incurred. You must carry your own fire insurance and public liability insurance of not less than one million dollars.

Neither SWP nor the Seven Springs Mountain Resort shall be liable to exhibitor, its agents, employees, contractors, patrons, guests, licensees or to any other person whomsoever for any injury or damage to person or property caused by or arising out of any act, omission or neglect of exhibitor, its agents, contractors, employees, patrons, guests, licensees, invitees or any person entering the Convention Center, under express or implied invitation by exhibitor, or for any damage to the person or property of third parties arising out or user of either the licensed booth space or the building area in which such booth is located; and exhibitor hereby agrees to indemnify and hold SWP and/or the Convention Center and their agents, servants and employees free and harmless from and against any loss, including reasonable counsel fees, arising out of any liability incurred in accordance with the foregoing. The exhibitor assumes the entire responsibility and liability for losses, damages and claims deriving out of injury or damage to exhibitor's displays, equipment and other property brought upon the premises of the Convention Center and shall indemnify and hold harmless the Convention Center, SWP and their agents, servants and employees from any such losses, damages and claims inclusive of reasonable counsel fees. Exhibitor acknowledges that neither the Convention Center nor SWP maintains insurance covering such losses by the exhibitor.

Space Restrictions

Your exhibit must be confined to the exact space allocated. Circulars, publications, advertising matter and all kinds or promotional giveaways may be distributed only within your booth space. Nothing can be posted on, tacked, nailed, screwed in, taped or otherwise attached to columns, walls, ceilings, floors, electrical outlets or other parts of the building or furniture. Signs, rails, logs or roof over hangs, etc. will not be permitted to intrude into or over aisles or other booth space. You will be liable for any damage caused to floors (including carpeting), walls or columns, or standard booth equipment or to other exhibitor's property.

If the reverse side of your exhibit's back wall, side wall, riser or display is exposed to view, that part of your display must be suitably draped so that no part of the display construction, electrical wiring, or the like, can be seen from the aisles or adjoining booths belonging to other exhibitors.

Height limitations and other restrictions pertaining to the design of exhibits and use in the booth of pedestals, tables, racks, shelves, risers and similar display equipment are described in detail under "Types of Exhibits" and "Special Provisions."

If your display is built beyond the limitations and restriction as set forth in this contract, we reserve the right to correct such display violations by having you alter, remove or rearrange any or all of the display so that it will comply with regulations. If you are not available to make those corrections, then you agree as part of this contract to give us authority to make any and all necessary corrections at your expense.

Types of Exhibits

Booth Definition: The price per booth includes booth space that is 10' wide and 10' deep with an 8' high draped background and 3' high draped side walls. Pipe and drapery will be supplied automatically unless you request not to have it. 8' high side walls may not extend further than 5' from the back of the booth space. Note: If located on a perimeter, an aisle booth may go to 10' height. Request for exceptions to these requirements must be submitted to the SWP show manager no later than 30 days prior to the show.

Island Booth

An island booth is any size booth exposed to aisles on all four sides. The entire cubic content of the space may be used up to the maximum allowable height.

End-cap Booth

Booth dimensions are 10' deep by 20' wide or as stated. The maximum backwall height of 8' is allowed only in the rear half of the booth space and within 5' of the two side aisles (10' long backwall) with a 4' height restriction imposed on all materials in the space forward to the aisle.

Peninsula/Split Island Booth

Booth dimensions are generally 20' x 20' or larger. When a Peninsula Booth backs up to two Linear Booths, the backwall is restricted to 4' high within 5' of each aisle. The center (10' wide) of the backwall height is based on maximum allowable height. When a Peninsula Booth shares a common backwall with another Peninsula Booth (Split Island Booth), the entire cubic content may be used, up to the maximum allowable height, without any backwall line of sight restrictions.

Special Provisions

Pedestals, tables, racks, shelves, risers and similar display equipment may not exceed 48" in height when positioned more than 5' from the back wall of a single aisle booth. Free standing units, including those intended to be the focal point in an exhibit, may not exceed 48" in height when placed more than 5' from the back wall of the booth unless the same company occupies 8' of booth space on both sides of the unit or units. The maximum dimensions for such items under these conditions is 8'h x 32"w x 32"d.

Use of Exhibit Space

Where you plan to construct any part of your exhibit above the exhibit height limitation (25' island, 8' in-line) or max height of convention ceiling, or any variance from these rules and regulations, you must obtain approval in writing from show management at least six weeks prior to the official opening of the exhibits. Submit a sketch of your proposed construction when requesting approval. All signs including graphics, photographs and other advertising matter in connection with your booth space must be located within the boundaries of your assigned booth. No signs of any type are permitted outside of your assigned exhibit space (columns, walls, floors, ceilings) without approval in writing from show management. This restriction also applies to any device used to project a company name or logo on the ceilings or walls of the Convention Center or otherwise beyond the permitted height or sides of the booth itself.

You must obtain written permission from show management if you plan continuous operation of any flashing light device, floodlight, laser light, LED or computerized digital sign which may impact on your neighboring exhibitors. Showing of projected pictures (motion pictures, slides, transparencies, opaque materials, etc.) will only be permitted within the confines of your booth. You will be expected to keep the sound at reasonable volume, approximately that of a normal speaking voice, in order to avoid disturbing other exhibitors when operating sound reproduction equipment. We reserve the right to turn off the electric supply of any exhibitor who violates this rule.

You may distribute food or beverages from your booth, provided (a) you purchase the food or beverage only from the approved show caterer and (b) you provide trash receptacles and periodically clear trash in the vicinity of your booth generated as a result. No alcoholic beverages of any kind may be distributed from your booth. You are not permitted to cook food in your booth. We have the right to terminate distribution of food from your booth in the event your activity disturbs or infringes another exhibitor in any manner.

No person shall carry or transport into the premises any beer or other alcoholic beverages except for delivery to the licensed retailer or same, located on the premises. All concessions, including but not limited to tobacco, food products, drinks, checkrooms, programs and novelties, are and shall remain the exclusive rights of the Convention Center. If any food or drinks are to be served by exhibitor, these items must be purchased from the official caterer.

Copyrights, Royalties and Trademarks

You warrant that no music, literary or artistic work or other property protected by copyright will be performed, reproduced or used, nor will the name of any entity protected by trademark be reproduced or used during your use of the contracted space unless you have obtained written permission of the copyright or trademark holder (including payment of any and all licensing and/or performance fees, i.e. BMI, ADCAP, AFTRA/SAG fees). You agree to comply strictly with all laws respecting copyrights, royalties and trademarks and warrant that you will not infringe any related statutory, common law, or other right of any person during your use of the premises. You agree you will indemnify and hold the Center, PEP and their officers, agents, and employees harmless from all claims, losses and damages (including court costs and attorneys' fees) with respect to such copyright, royalty or trademark rights.

Lighting

The Log & Timber Frame Home Show will be lit at work-light levels during set-up and teardown, and at full lighting levels during show hours. We urge exhibitors who require low light conditions to build their exhibits accordingly.

Sharing of Space

Only one exhibitor may utilize a booth or booths. Sharing of space or transfer of right to use space in whole or in part is not permitted without our written permission. Only one company name will appear on the contract, in the official program and on the official booth sign.

Labor Regulations

The Convention Center is a Non-Union facility. However, all exhibitors must abide by all regulations in effect in the facility at the time of the show. Please see Special Notice and Drayage and Freight Handling Form enclosed in Service Manual.

Arbitration

Any controversy or claim arising out of or relating to this contract or the breach thereof shall be settled by arbitration in Glens Falls, Warren County, New York, in accordance with the Commercial Arbitration Rules of the American Arbitration Institute, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.

Miscellaneous Regulations

We reserve the right to determine the eligibility of any company to exhibit. We reserve sole control over admission policies.

These regulations are established for the mutual protection of all. We reserve the right to make such changes in the time schedule or in general plan of the exhibit as we may deem to be in the best interests of exhibitors and exhibit generally.

Fire Regulations

All exhibits must meet the requirements of the Convention Center including the requirements that all decorations, drapery and/ or fabrics be fireproof. No combustible decoration, such as crepe paper, tissue paper, cardboard, or corrugated paper, shall be used at any time. All packing containers, excelsior, and wrapping paper are to be removed from the floor and must not be stored under tables or behind displays. Muslin, velvet, silken or any cloth decorations must stand a flameproof test as prescribed by the ordinance of the convention city. Smoking is allowed only in designated areas.

State Fire Marshal's Requirements

The following are the state fire marshal's minimum fire safety requirements and shall be applied at all shows -- trade, commercial or otherwise -- and shall apply whether the exhibit is open or closed to the public.

The display and operation of any cooking or heat-producing appliances, pyrotechnics, use or storage of flammable liquids, compressed gases or any other process deemed hazardous by the state fire marshal's representative must have advance approval by the state fire marshal's representative. Any motor vehicles, gasoline-powered equipment, tools, etc. on display shall have their batteries disconnected. All fuel tanks that are not equipped with locking gas caps shall have the gas caps sealed with tape. All such fuel tanks shall be less than one-fourth full. No parking of any vehicles, unless approved, is allowed in the building. Cars and trucks shall be removed immediately after loading or unloading. Decorations and displays shall not block or impede access to fire protection equipment (sprinklers, exit markings, exit doors or emergency lighting equipment). During occupancy hours, aisles and exit doors shall be maintained free of all obstructions and unlocked for immediate use in the event of an emergency. All electrical devices and installations shall be in accordance with the applicable provisions of the National Electrical Code. All devices must be listed by Underwriters Laboratories. Any electrical extension cords used shall be of the heavy-duty type. Light weight cords of the lamp cord variety are prohibited and are subject to confiscation.

Solid WOOD Promotions
Queensbury, NY
(866) 607-4108 Fax: (518) 618-1413

-END-



REQUEST FOR ELECTRICAL SERVICES

PLEASE COMPLETE AND RETURN WITH FULL PAYMENT TO:

SEVEN SPRINGS MOUNTAIN RESORT SALES OFFICE 777 WATERWHEEL DRIVE SEVEN SPRINGS, PA 15622 FAX: 814-352-7215

POWER CONNECTIONS 110 VOLTS

Quantity Standard 110 VOLT CIRCUIT UP TO 2400 WATTS \$45.00 each

POWER CONNECTIONS 208 VOLTS

PLEASE INDICATE YOUR REQUIREMENTS:

208 SINGLE PHASE

208 THREE PHASE

Table with 2 columns: 208 SINGLE PHASE and 208 THREE PHASE. Rows list amperage (20, 30, 40, 50, 60, 70, 80, 90, 100) and prices.

PLEASE SPECIFY TYPE OF EQUIPMENT - VOLTAGE, AMPS, WATTAGE, SINGLE PHASE OR THREE PHASE:

HARD-WIRED INTERNET ACCESS USING SEVEN SPRINGS SERVER @\$50.00 PER CONNECTION

THERE WILL BE A DOUBLE CHARGE FOR LATE ORDERS RECEIVED WITHIN 10 DAYS OF THE SHOW DATE

All pricing is subject to 6% tax

EXHIBITOR INFORMATION

Form fields for exhibitor information: Name of Show, Exhibitors Name, Address, City, STATE, Zip Code, Show Date, Booth #, Exhibitor Representative, Phone, Credit card (V, MC, D, AMEX), Card Number, Exp. Date, Security Number.

Office use ONLY: Account# Amount Paid Check# Date

General Exposition Services

THE TRADE SHOW SERVICE CONTRACTORS



Dear **Log Home & Timber Frame Show** Exhibitor:

Welcome to the online exhibitor service kit for the upcoming **Log Home & Timber Frame Show** being held at the **Seven Springs Mountain Resort** on **November 15-17, 2019**.

This letter contains instructions on how to access the Online Exhibitor Kit. You may print it out for easier step by step viewing.

Online Exhibit Kit Instructions:

To access our ONLINE kit for the **Log Home & Timber Frame Show** you have 2 options.

DIRECT LINK

[General Exposition Online Service Kit](#) (click to follow link)

MANUAL ENTRY

Please click the following link or copy and paste the link into your browser's window - www.generalexposition.com

Next, click on the Online Services button located in the upper right hand corner of the Web page. This will take you to the log in page.

AT THE LOG IN PAGE - Enter the password: **LOGTIMBER**

At the Sign In page, you will be prompted to sign in with an existing exhibitor account, or if you do not have an account setup, you will be prompted to setup a new account.

Now that you are signed in with the show, you can read through the important show information. Scroll down to the bottom of the screen to see the links for which services you wish to order, including carpet, furnishings, labor, etc.

For photos of the items, as well as any additional custom forms you may need, please click on the appropriate links listed under "References".

As you place orders for your items, all furnishings and services will be placed in your shopping cart, and you will be prompted for payment information upon checkout.

We look forward to being of service to you. If you have any questions, please give us a call at 610-495-8866, mention the upcoming **Log Home & Timber Frame Show**, and one of our Customer Service Reps will be happy to assist you.