



Your entries in the official trade fair media!

Your individual way to success!

#IFA2017

## FAQs

### What is the obligatory entry and what does it include?

- ▶ The obligatory entry is a media entry according to the participation conditions of Messe Berlin GmbH and includes the company name, street, house number, post code, place, P.O. Box, country, hall and stand number in the alphabetical list of exhibitors .

### I only want to appear with services that are included in the obligatory entry. Do I have to send an order anyway?

- ▶ To guarantee the correctness and completeness of your data we would ask you to fill in order form B1 and send it back to us.

### Are all entries liable with costs?

- ▶ The obligatory basic entry is part of the trade fair registration. Therefore it is free of charge. All additional services will be charged extra. I have already placed an order.

### Can I still change it or do further bookings?

- ▶ You can change or place additional orders at any time until the deadline. After order placement you will receive a printer's proof for the verification of your entries. In case of changes or additions you can write them on this document.

### How should I communicate my corrections to NEUREUTER FAIR MEDIA GmbH?

- ▶ The best way to send us your corrections is to note them directly on the printer's proof. Please send us the printer's proof back (with corrections) via email ([ifa@neureuter.de](mailto:ifa@neureuter.de) ) or fax +49 (0)2 01/3 65 47-325). If you have to describe specific corrections, please tell us your comments via e-mail or fax.

### How do I know if you have received my order?

- ▶ You will receive an order confirmation and a printer's proof for the verification of your entries as soon as possible. In case of any queries please contact us:

NEUREUTER FAIR MEDIA GmbH  
Office Essen  
Westendstraße 1  
D-45143 Essen  
Telephone: +49 (0)2 01/3 65 47-311  
Telefax: +49 (0)2 01/3 65 47-325  
e-mail: [ifa@neureuter.de](mailto:ifa@neureuter.de)

### Where is my printer's proof and my order confirmation?

- ▶ Please note that processing your order will take some time. We will process your order as soon as possible. Thank you for your patience.

### Can I change the layout of my entry in the exhibitor directory?

- ▶ The Messe Berlin requires a particular layout for some information in the exhibitor and product directories (i.e. telephone and fax numbers). Therefore, it is possible that some small corrections you sent us may not be completed if they do not fit into the fixed layout.

Layout-example:

Company name  
Musterstraße 1, DE-12345 Place (Country)  
Telephone +49 (0)00 00-0 00 00, Fax -0 00 11  
[info@test.de](mailto:info@test.de), [www.muster.de](http://www.muster.de)