



# **EXHIBITOR FREQUENTLY ASKED QUESTIONS**

## **Registration & Badges**

- **How do I make changes to my registered staff?**
  - You can log in to the registration portal to update your registration details here: [Registration Portal](#).
  - If you need assistance, please contact [Rachael.King@esaweb.org](mailto:Rachael.King@esaweb.org).
- **Will ESX badges be mailed?**
  - No. ESX badges will be printed onsite. A QR code will be sent prior to arrival to streamline the onsite check-in process.
- **Where do I find our unique ESX Promo Code to give to customers and contacts so that they receive a complimentary Expo Only pass?**
  - Please contact [Rachael.King@esaweb.org](mailto:Rachael.King@esaweb.org) to receive your unique ESX Promo Code, which you may share with customers to register for a complimentary **Expo Only** pass.

## **Booth Logistics**

- **Are there height restrictions for booth displays?**
  - Yes. Height restrictions vary based on booth location. Please reference page 35 of the [Exhibitor Kit](#) and the linked IAEE Guidelines for specific details.
- **Can I hang items from the ceiling or rig truss?**
  - All rigging requests must be coordinated through the exclusive rigging provider:
    - Rigging Services: Superior Expo Services  
Email: [service@superior-expo.com](mailto:service@superior-expo.com) | Phone: 972-271-7444 or 972-271-7444
- **Is there a floor plan available?**
  - Yes! You can view the current floor plan here: [Expo Floorplan](#)

## **Ordering Services**

- **How do I order booth furniture, carpeting, electrical, or internet?**
  - Order forms are available in the [Exhibitor Kit](#): booth furniture (starting on p. 19), carpeting (p. 13), electrical (p. 35), and internet (p. 35).
    - **Please note:** Booth space is not carpeted. Floor covering is required by show management.
- **Who is the official general/exhibit services contractor?**
  - T3 Expo, LLC
    - Contact information: Email: [help@t3expo.com](mailto:help@t3expo.com) or Phone: 888-698-3397



- **What are the deadlines for advance pricing?**
  - Thursday, May 7, 2026 – T3 Service Orders Advance Discount Deadline
  - Thursday, May 7, 2026 – Custom Furniture Advance Discount Deadline
  - Friday, May 15, 2026 – Audio Visual Advance Discount Deadline
  - Monday, May 18, 2026 – Floral Advance Discount Deadline
  - Monday, May 25, 2026 – Electrical & Internet Services Advance Discount Deadline
  - Friday, May 29, 2026 – Rigging Advance Discount Deadline
- **Can I bring my own equipment?**
  - Please contact [Rachael.King@esaweb.org](mailto:Rachael.King@esaweb.org) for approval and specific guidelines.
- **How do I order lead retrieval tools?**
  - Lead retrieval is complimentary for all exhibitors and available through the MyESX mobile app. Registered staff will receive an email invitation with instructions to download the app and complete profile setup prior to arrival.

## Shipping & Material Handling

- **What is the advanced warehouse shipping address?**
  - To: (Exhibiting Company Name)  
(Booth #)  
For: ESX 2026  
c/o: T3 Expo  
c/o: LinkEx  
3535 Houston School Road Ste 200, Lancaster TX, 75134
  - **Please note:** Advance shipments will be accepted from Friday, April 24, 2026, through Thursday, May 21, 2026, between 9:00 am – 3:00 pm. Shipments received after this date will incur a 30% surcharge per pound. Overtime rates may apply as outlined in the Material Handling section of the Exhibitor Kit.
- **What is the direct-to-show-site shipping address?**
  - To: (Exhibiting Company Name)  
(Booth #)  
For: ESX 2026  
c/o: T3 Expo  
c/o: Irving Convention Center  
Hall A & B  
500 W. Las Collinas Blvd, Irving, TX 75039



- **Please note:** Direct shipments are accepted starting on Monday, June 1, 2026, beginning at 8:00 am and throughout published event hours. Please note when overtime rates apply as stated on Material Handling pages.
- **What are the target set-up times?**
  - Monday, June 1st | 8:00am-8:00pm & Tuesday, June 2nd | 8:00am-11:00am CT
- **What is drayage/material handling fees?**
  - Please review the material handling regulations and fees on p. 27 of the [Exhibitor Kit](#).
- **Can I hand carry items into the venue?**
  - Yes. Please contact [Rachael.King@ESAweb.org](mailto:Rachael.King@ESAweb.org) to confirm any specific restrictions.

## Technology & A/V

- **How do I order audio/visual equipment?**
  - To order audio/visual services, access the order form linked on page 35 of the [Exhibitor Kit](#) and submit through Three Rivers (3REP).
- **How do I purchase Wi-Fi?**
  - Internet services may be purchased through the Irving Convention Center at Las Colinas, an ASM Global–managed facility. The ordering link is available on page 35 of the [Exhibitor Kit](#).

## Marketing & Visibility

- **How can I update my online exhibitor profile on [www.ESXweb.com](http://www.ESXweb.com)?**
  - Please contact [Rachael.king@esaweb.org](mailto:Rachael.king@esaweb.org) for assistance updating your exhibitor profile.
- **What sponsorship opportunities are available?**
  - Follow the [link](#) to access our Sponsorship Brochure!
- **Are there social media assets for exhibitors?**
  - Yes! Please contact [Rachael.king@esaweb.org](mailto:Rachael.king@esaweb.org) to access your Exhibitor/Sponsor Promo Zone.

## Onsite Operations

- **Where do exhibitors park?**
  - Please visit the [Irving Convention Center Parking & Directions](#).
- **Is there a dedicated exhibitor entrance?**
  - Exhibitors may enter through the main expo hall doors. Please stop at registration first to pick up your badge so it can be verified by our badge-checking staff.
- **How do I connect with an onsite point of contact or assistance?**



- There will be a T3 booth located onsite for assistance. Additionally, you can contact Rachael King at **(972) 807-6830**.
- **Can I attend ESX as a manufacturer/supplier/distributor and not exhibit or sponsor?**
  - Please review our [Suitcasing Policy](#) for additional details.
- **What is the best method to get to the Convention Center from the show hotels?**
  - Please visit the [Irving Convention Center: Getting here & Transportation page](#).
- **What Convention Center address do I use for taxi and ride share services?**
  - 500 W. Las Colinas Blvd, Irving, TX 75039
- **Is there a high-level schedule of everything happening at ESX?**
  - Yes, you can check out our [Event Schedule](#) on our website or download the MyESX app to stay up-to date onsite and plan your schedule prior to arrival.

## **Billing & Policies**

- **How do I pay for booth and services?**
  - You can pay via check, ACH, or credit card. To pay via credit card please contact [AccountsReceivable@ESAweb.org](mailto:AccountsReceivable@ESAweb.org).
- **What is the cancellation policy?**
  - Please refer to the **Cancellation by Exhibitor/Sponsor** section of your signed agreement for full cancellation terms.
- **How do I get a copy of my invoice or receipt?**
  - Please reach out to our Accounts Receivable team and they will send you your invoice: [AccountsReceivable@ESAweb.org](mailto:AccountsReceivable@ESAweb.org).