

FREQUENTLY ASKED QUESTIONS

Question 1. Shell scheme exhibitors want to decorate their Fascia. Is this allowed?

Answer 1. The shell space is designed by the Official Fabricator. To retain uniformity, colour scheme, size of fascia lettering, it has been decided that no additional decorations will be allowed on the fascia.

Question 2. Is there any Service Shuttle Plan? Exhibitors/People want to plan accordingly.

Answer 2. As on date there is no Service Shuttle Plan from individual pick-up points. Further developments will be intimated on the website.

Question 3. Can we get Live Demo Schedule/Overall Event Schedule as people want to plan during their show days?

Answer 3. The entire details of the DefExpo2020 are as under :-

5th Feb 2020– 8th Feb 2020

S. No	Time	Program
1.	0900 hrs onwards	Opening of Show/Seminar/Conference/Product Launch
2.	1100 hrs - 1300 hrs 1500 hrs - 1630 hrs	Live demonstration/ Flying Display at the main Venue
3.	1600 hrs - 1730 hrs	Live demonstration/ Display at Gomti River Front
4.	1700 hrs	Show closes for the day at the main Venue

9th Feb 2020 (For General Visitors)

S. No	Time	Program
1.	0900 hrs	Opening of Show (India Pavilion & UP Pavilion)
2.	1130 hrs to 1230 hrs	Live demonstration/ Flying Display
3.	1300 hrs	Show closes for the day

Question 4. Is there any deadline for Online Visitor Registration?

Answer 4. The last date for online registration for visitors is 31 Jan 2020.

Question 5. Can exhibitors edit the names for the Inaugural passes? Once submitted, exhibitors want to edit/delete the existing names and want to make changes

Answer 5. Exhibitors can delete the entered inaugural passes and re-enter the data for making fresh inaugural passes.

Question 6. What are the Guidelines and Approval process for Stall Design?

Answer 6. Guidelines for Stall design are given in Section 5 (page 29) of the Exhibitors manual on DefExpo2020 website. Exhibitors who have booked raw space need to send their stall designs for approval on the following Emails IDs: support@exproevents.com with copy marked to fabrication.support@hal-india.co.in For details please refer to Page Nos 29 – 36 of the Exhibitors Manual.

Question 7. Many exhibitors are showing MSME to be verified. By when will they get verified?

Answer 7. As on 22 Dec 2019, all exhibitors who have registered as MSMEs and booked 12 sqm shell space have been given provisional discount of 50%.

Question 8. Are MSME Companies entitled to a 50% discount?

Answer 8. Once your company's UAN and MSME certificates get verified by DEFEXPO, you will be considered eligible for a 50% discount in your final instalment of payments. As on date (22 Dec 2019), all exhibitors who have registered as MSMEs and booked 12 sqm shell space have been given provisional discount of 50%.

Question 9. What are the shell space measurements?

Answer 9. The shell space measurements are 3 M Height x 4M Length x 3M Width. Please refer to page no. 32 in the exhibitor manual on the following link : <https://defexpo.gov.in/assets/PDF/Exhibitor%20Manual.pdf>

Question 10. Where can exhibitors see their paid and balance payments?

Answer 10. Exhibitors need to login with their respective username and passwords. Under the bookings section they can see their paid and pending payments.

Question 11. Where can exhibitors enter details for the catalogue entry?

Answer 11. The exhibitor catalogue form is available to the exhibitors once they login with their respective login credentials in the Exhibitor Catalogue sub-menu under My Account Menu.

Question 12. Is TDS applicable for any payments made towards DEFEXPO 2020?

Answer 12. **No TDS amount on income tax is to be deducted.** Any payments made with such deductions will not be acknowledged.

Question 13. Can new exhibitors choose the location of their space?

Answer 13. Yes, the exhibitors can choose the location of their space while booking. It is subject to availability and it will be allocated according to the date of receipt of online request along with the prescribed payment. The organisers reserve the right to change or alter the allocated space in case of unforeseen contingencies or changes in the floor plan.

Question 14. Can we book the stall in the food court?

Answer 14. No. Exhibitors can only book space in the space designated for exhibition.

Question 15. Are there charges for internet / Wi-Fi??

Answer 15 There would be separate charges for use of internet and WiFi. Please contact the official service provider:

EXPRO EVENTS AND EXHIBITS

Address: 509, Time Tower, MG Road, Gurgaon – 122002

Contact Person: Ms. Savi Mehta

Mobile : +91 7014772585 / +91 9530000064

Email : support@exproevents.com

Question 16. What all is included in a shell space package?

Answer 16. Shell-space will include three sides partition, fascia name, floor covering, five lights, one 5/15 AMP Socket, one trash bin, table and three chairs in 12 sq. meters.

Question 17. A shell space will have how many open sides?

Answer 17. A shell space can have 1, 2 and 3 sides open depending on the location.

Question 18. Where is DEFEXPO 2020 going to be held?

Answer 18. DEFEXPO2020 is being held at Vrindavan Yojna, Sector 15, Lucknow-226025, Uttar Pradesh, India. You can locate it on Google maps by clicking on the following link: https://defexpo.gov.in/Home/show_location

Question 19. How can I register for co-exhibitor companies?

Answer 19. Co-exhibitors can be registered under Indirect Exhibitors in your respective login.

Question 20. Is there any fees to be paid for registering our contractor?

Answer 20. Each contractor needs to be registered with DEFEXPO, however there are no charges or security deposits to be paid for the same.

Question 21. When will exhibitors get a tax invoice?

Answer 21. The tax invoice shall be sent to all exhibitors once the show concludes. Till then they can check the receipts under their bookings section.

Question 22. Where can we get access to the Exhibitor's list?

Answer 22. The exhibitor's list is available on our website www.defexpo.gov.in or please click on the following link : <https://defexpo.gov.in/Home/ExhibitorList>

Question 23. When can exhibitors start constructing their stalls?

Answer 23. Possession of Space – Possession to exhibitors taking bare space will be given after 10.00 a.m. on 21st January 2020. For exhibitors under Shell scheme possession will be given after 11.00 a.m. on 27th January 2020. Please refer to the manual on the following link : (Build up period, page no. 5)
<https://defexpo.gov.in/assets/PDF/Exhibitor%20Manual.pdf>

Question 24. Who is the official fabrication service provider for DEFEXPO 2020?

Answer 24. Name of Firm: EXPRO EVENTS AND EXHIBITS, Ms. Savi Mehta
Email : support@exproevents.com Mobile : +91 7014772585 / +91 9530000064

Question 21. Why am I being charged extra for the catalogue content I have sent under 150 words?

Answer 21. Kindly check if the content is exactly 150 words. Under 150 words it is free. Catalogue entry charges for word count beyond 150 and upto 300 words and without colour logo is Rs 500/- plus 18% GST. Catalogue charges for word count of upto 300 words and colour logo is Rs 2000/- plus 18% GST . For further details you can refer to the exhibitor charges on the following link :
<https://defexpo.gov.in/assets/PDF/ExhibitorCharges.pdf>

Question 22. How can we register as a new exhibitor?

Answer 22. Application for participation is required to be submitted online to Director, DEO, New Delhi – 110021 at www.defexpo.gov.in along with 25% participation charges. Registration and booking of exhibitor space will be accepted on first come - first serve basis. The interested participants may register online on official website. All payments will be done on-line on official website. Registration fees once paid will be non-refundable. Non-refundable registration fee of INR 30,000 + 18% IGST will be charged towards exhibitor registration, which would be adjusted against space booking charges. If no space is booked by the exhibitor then registration fee would be forfeited.

Question 23. Can anybody from relatives or employees visit under the allotted exhibitor badges or do we have to give their names prior?

Answer 23 Exhibitors will have to submit the names of the people requiring the exhibitor badges in the Exhibitor badges section. The number of badges issued will be dependant on the space booked.

Question 24. Can an Indian company display foreign products?

Answer 24 Defexpo India has dual rental policy to promote Indian exhibitors. These rates are only applicable to Indian companies registered in India. All other companies are liable to pay the rates prescribed for International exhibitors. Any Indian company/exhibitors found subletting or facilitating display of foreign exhibitors on space booth will attract penalty of Rs. 18 Lakh on the Indian company/exhibitor. The Organisers also reserve the right to order closure of such errant companies/exhibitors.

Question 25. I would like to know if we can hire our own contractor for constructing and installing our Shell space.

Answer 25. Yes, you can hire your own contractor for construction and installation of your Shell space.

Question 26. Where do we have to mention our company's GST no?

Answer 26. Exhibitors have to login with their respective username and password and open 'MY PROFILE' tab on the left side. The information is supposed to be added in Invoice > Payment details.

Question 27. What is the beneficiary name for making payments for DEFEXPO 2020?

Answer 27. For registration, after submission of details, one can make online payments through either Credit Card/Debit Card/Net Banking as per the mentioned charges. There is also a provision for NEFT / RTGS by taking print of the Challan and submitting to the bank. The important point to note is that the amount to be transferred is the exact amount as in the Challan. Furthermore, for security reasons, a virtual bank account number is generated while downloading a challan. Exhibitors need to note that once a new challan is downloaded, the virtual account number will change and if exhibitors try to make payment with an old challan, the transaction will get rejected. Also if the amount being paid is not exactly matching the challan, the transfer will get rejected.

Question 28. Is alcohol allowed during the show at the stall?

Answer 28. No, as on date this is not allowed. The matter is however under consideration.

Question 29. Can any other State Government or Country make their own pavilion?

Answer 29. Yes, however the same is subject to availability and booking of space

Question 30. What is the last date for exhibitor registration?

Answer 30. The last date for exhibitor registration is 20 Jan 2020.

Question 31. Can an exhibitor after making payment of a particular stall, shift his stall to any other which is available? If yes, what is the process?

Answer 31. Though not advisable, the same is allowed subject to availability of space and shifting to a space of equal or larger size, after due approval from DEO.

Question 32. What is going to happen in India / UP Pavilion? Is this space available for booking?

Answer 32. Space is not available for booking in India/UP pavilion as it is reserved.