

How does the webshop work?

The Amsterdam RAI webshop has four easy steps:

1 Add items to shopping cart

Indicate the number of products or services you need by clicking on 'add to shopping cart' at the bottom of the page. You can then continue shopping or proceed to the checkout.

Please note: some products or services require you to include additional information. Fill in the information fields on the product order page.

2 Check shopping cart

Clicking on 'proceed to checkout' will give you a full overview of the orders placed. If you wish to order more, simply click on the 'continue shopping' button.

3 Orders and payment options

Once you accept the general terms & conditions in your order overview, you can pay with credit card or iDEAL (for Dutch bank accounts).

4 Order status

You will receive a confirmation email immediately after finalising your payment. This email will contain your product overview and order number.

NB

The items in your shopping cart will not be saved when you log out. You will be automatically logged out if you are inactive for sixty minutes.

Do you wish to change or cancel an order?

You can change or cancel* an order by sending an email to exhibitorservices@rai.nl. Your email should include:

- 1** your order number
- 2** your change/reason for cancelling your order
- 3** your company name

Manage your account

Your account is linked to your event registration. If you would like to change your information, please contact the event organisers.

Complaints

Notify the Event Desk so we can address the problem immediately. You can also submit a complaint via email to creditcontrol@rai.nl after the event.

Questions

If you have any further questions about the webshop, contact RAI Exhibitor Services by email at exhibitorservices@rai.nl or by phone on +31 20 549 19 28 (working days only). Please also refer to our [general terms and conditions of sale and delivery](#).

*Cancellation fees:

- More than 14 working days before exhibition setup: free
- 6 to 14 working days before exhibition setup: 50% of agreed price
- 5 or fewer working days before exhibition setup: full agreed price