

ANDMORE



EXHIBITOR MANUAL

OCTOBER 2024

INTERNATIONAL HOME FURNISHINGS CENTER

An ANDMORE Company

209 S. Main Street • P.O. Box 828

High Point, NC 27262-0828

(336) 888-3700 • Fax (336) 882-6322

www.highpointmarketandmore.com

ANDMORE AT HIGH POINT MARKET



TABLE OF CONTENTS

- 1. WELCOME 5
- 2. GENERAL INFORMATION & POLICIES 6
 - 2.1 ANDMORE Mission 6
 - 2.2 Overview of Upcoming Market Deadlines..... 6
 - 2.3 Exhibitor Insurance Requirements 7
 - 2.4 Exhibitor Hours 7
 - 2.5 Market Staffing 7
 - 2.6 Smoking Policy 7
- 3. YEAR ROUND OPERATIONG HOURS 8
 - 3.1 Operating Hours 8
- 4. YEAR ROUND OPERATING CALENDAR 8
 - 4.1 Important Dates 8
- 5. ADMITTANCE POLICIES 9
 - 5.1 Between Markets..... 9
 - 5.2 Registration 9
 - 5.3 Passes 9
 - 5.4 Buyers 9
- 6. SHOWROOM SECURITY 10
 - 6.1 Day Workers 10
 - 6.2 Showroom Locks 10
- 7. SAMPLE HANDLING 11
 - 7.1 Market Logistics Rates and Services..... 11
 - 7.2 Freight Receiving/Shipping..... 11
 - 7.3 Inbound / Move-in Standard Flat Rates..... 11
 - 7.4 Truck Unloading Terms Defined 12
 - 7.5 Tenant Self Unload..... 12
 - 7.6 POV's 12
 - 7.6.1 Vehicles That Qualify / Vehicles That Do No Qualify 13
 - 7.6.2 Outbound / Move Out Rates 13
 - 7.7 Pre-Market 13

After Market	13
General Labor.....	14
7.10 Product Storage	14
7.11 Scheduling and Coordination	14
Inbound Shipments.....	14
Outbound Shipments	15
7.14 Dock Weekend Hours.....	15
7.15 Market Preparation.....	15
Incoming Shipments.....	15
Overseas Shipments	16
7.18 International Shipments to IHFC Showroom Space.....	16
7.19 Federal Express, UPS, Courier Deliver	16
Deliveries During Market.....	16
Product Removal	16
7.22 Outgoing Underarm Packages.....	17
7.23 Product Removal – Post Market.....	17
7.24 Cash & Carry Policy	17
7.25 Outgoing UPS & Federal Express Shipments	17
7.26 Outgoing Deadline	17
8. SHOWROOM SETUP	18
8.1 Unpacking & Assembly.....	18
8.2 Utilities During Showroom Setup	18
9. CONSTRUCTION & REMODELING	18
9.1 Outside Service Firms & Contractors.....	19
9.2 Preferred Contractors	19
9.3 Showroom Plans.....	20
9.4 IHFC Building Authorization Passes	20
9.5 Construction Deadlines	21
9.6 Construction Waste Removal	21
9.7 Construction Hours.....	21
9.8 Contractor Worker Wristbands.....	21
9.9 Showroom Fronts	22

9.10	Signage.....	22
9.11	Requirements for Contractors	23
9.12	Core Drilling	23
9.13	Plumbing.....	23
9.14	Electrical/Communications	23
9.15	Electrical Loads.....	23
9.16	Light Bulbs.....	24
9.17	Refrigerator Circuit	24
9.18	General Lighting Circuits.....	24
9.19	Flammable Materials.....	24
9.20	HVAC.....	24
9.21	Telephone Installations	24
9.22	Internet Services.....	25
10.	PHOTOGRAPHY	25
10.1	Between Markets.....	25
10.2	During Market.....	25
10.3	Studio Photography	25
10.4	Post Market	25
10.5	IHFC Photography Guidelines	26
10.6	Product Out of Sight.....	26
11.	SHOWROOM CLEANING	27
11.1	Night Cleaning.....	26
11.2	Post Market Cleaning.....	26
12.	MARKETING/PROMOTION	27
12.1	Marketing Assistant.....	27
12.2	Market Publications.....	27
12.3	High Point Market Authority Buyer Registration Software.....	27
13.	FUTURE MARKET DATES	28
14.	ELEVATOR DIMENSIONS	28



WELCOME

It is my pleasure to personally thank you for choosing ANDMORE in High Point. As the largest building owner at the High Point Market, we strive to provide the most effective and efficient venue for you to conduct business in High Point.



In this Exhibitor Manual are all of the tools and information you need to make your participation in High Point Market as easy and productive as possible. Beyond all of the logistical information you need, you will also find a list of key contacts should you have any questions that were not answered by this manual, a preferred vendor list, and order forms to contract needed services.

Our world-class staff is here to ensure that your experience with us is unmatched. ANDMORE does more marketing than any other building owner in High Point, so I encourage you to review the marketing and press tools offered exclusively for ANDMORE

customers by visiting <https://www.highpointmarketandmore.com/marketing-and-press-tools/>. In addition to our exclusive marketing support, I recommend you review the Exhibitor Services page on the High Point Market Authority site for other opportunities <http://exhibitor.highpointmarket.org/>.

Your success is largely driven by a combination of our efforts and your own, so working to secure market appointments with your current and prospective customers is essential as is ensuring you stand out among the 2000+ exhibitors by participating in advertising and sponsorship opportunities to capture the attention of buyers before, during and after market.

Should you require any assistance or have any specific requests, please feel free to contact your Tradeshow Operations Manager or myself. We are dedicated to partnering with you to provide the most efficient, effective and compelling market for you and your customers.

We look forward to our shared success.

Sincerely,

A handwritten signature in black ink, appearing to read "Jon Pertchik". The signature is fluid and stylized, with a long horizontal stroke extending to the right.

Jon Pertchik
Chief Executive
Officer ANDMORE



2. GENERAL INFORMATION & POLICIES

2.1 ANDMORE MISSION

ANDMORE is a Leasing business that serves as the center of commerce for the furniture, gift and home decor industries, bringing buyers and sellers from the global marketplace together in the most effective, efficient and compelling venues. Our company provides Exhibitors with unrivaled access to Buyers and Buyers with unparalleled access to resources. Through experience and Exceptional service, the ANDMORE Team delivers Markets that create value and growth opportunities for our partners.

The International Home Furnishings Center operates for the wholesale distribution of home furnishings. The direct sale to consumers is not permitted from the showrooms nor should the showroom be promoted directly to consumers.



2.2 OVERVIEW OF UPCOMING MARKET DEADLINES

The upcoming Fall 2024 Market will open on **Saturday, October 26** and close **Wednesday, October 30**. Please note this on your calendar. Please review these critical dates and make certain they are adhered to. This will ensure that you and IHFC will be market-ready for opening day.

Showroom Plans Due	August 16
Construction/Floor coverings completed	September 20
Pre-Market	September 23-24
Paint/Wall coverings completed	October 4

Construction permits will NOT be issued any later than 30 days prior to Market.

Sample Removal Deadline (After deadline service fee applies)	October 11
--	------------

Deadline for Merchandise delivered for all Exhibitors:

Truck Login by 3:00 p.m. (After deadline service fee applies)	October 4
Unpacking by 6:00 p.m. (After deadline service fee applies)	October 24

Please share the above dates with anyone within your organization that would need this information such as the Showroom Manager, Designer or Main Contact for the High Point Showroom. These dates have also been sent to contractors and designers on our approved list.



If you have any questions related to the upcoming Market, please contact:

FLOORS 1, 6 - 12

NAME: TBD
 Director of Property Management & Tenant Relations
 336-888-3740
hpترم@andmore.com

FLOORS 2 - 5

Dorisa Norwood
 Property & Tenant Relations Manager
 336-888-3780
dnorwood@andmore.com

2.3 EXHIBITOR INSURANCE REQUIREMENTS

A certificate of insurance verifying that you have both property/casualty and comprehensive general liability coverage must be on file with IHFC in accordance with Lease Paragraph 10.1, which states: “Lessee agrees to keep its property located in the Premises, including all alterations, additions and improvements made by it, insured against loss or damage by fire or other casualty, under an “all risks” policy, in an amount equal to full replacement cost value thereof. Lessee agrees to maintain in force comprehensive general liability coverage on the Premises, with a minimum combined single limit of \$3,000,000 for death, personal injury or property damage. All policies shall name IHFC Properties SPE, LLC as an additional insured landlord and Lessee agrees to provide IHFC with satisfactory evidence that such insurance is in force on or before the Commencement Date. Lessee may provide any insurance required under this Article through its corporate or blanket policies.” Please make sure to also include insurance coverage on the contents of the space. This is usually done through “excess liability” or “property” coverage.

2.4 EXHIBITOR HOURS



Market opens on Saturday. While IHFC opens at 7:00 a.m. all exhibits must be open, staffed and ready for business each day and remain fully staffed as follows:

Saturday - Opening Day	8:00 a.m. – 7:00 p.m.
Sunday through Tuesday	8:00 a.m. – 7:00 p.m.
Wednesday	8:00 a.m. – 5:00 p.m.

While the building policy requires IHFC spaces to be open and staffed from 8:00 a.m. to 7:00 p.m. daily, business can be done in the later evening hours beyond 7:00 p.m.

2.5 MARKET STAFFING

Showrooms must be staffed during the official hours of the Market.

2.6 SMOKING POLICY

IHFC is a non-smoking facility. Thank you for your cooperation!



3. YEAR ROUND OPERATING HOURS

3.1 OPERATING HOURS	BUILDING	LOADING DOCK
Between Markets Hours	8:00 a.m. – 5:00 p.m.	8:00 a.m. – 4:30 p.m.
Market Preparation: Monday-Friday beginning the second Monday before Market on October 21st.	7:00 a.m. – 6:00 p.m.	7:00 a.m. – 8:00 p.m.
Emergency Service Contact Reception at 336-888-3700	5:00 p.m. – 11:00 p.m.	N/A
Before Market Hours (Monday - Friday)	7:00 a.m. – 7:00 p.m.	6:30 a.m. – 8:00 p.m.
Market	7:00 a.m. – 7:00 p.m.	6:30 a.m. – 8:00 p.m.

4. YEAR ROUND OPERATING CALENDAR



4.1 IMPORTANT DATES

January	Closed New Year’s Day & Martin Luther King Jr Day
February	Closed President’s Day -- Showroom plans due February 2
March	Pre-Market dates--Monday, March 11 - Tuesday, March 12, 2024 Paint/wall coverings completed by March 22 Outgoing sample removal deadline Friday, March 29
April	Truck login for inbound by 3:00 p.m. Friday, April 5. After April 5 at 3:00 p.m., a \$300.00 deadline fee will incur per occurrence.. Market Dates Saturday, April 13 - Wednesday, April 17, 2024
May	Closed Memorial Day
June	
July	Closed Independence Day
August	Showroom plans due August 16
September	Closed Labor Day, Pre-Market dates--Monday, September 23 - Tuesday, September 24, 2024
October	Paint/wall coverings completed by October 4, outgoing sample removal deadline Friday, October 11, Truck login for inbound by 3:00 pm Friday, October 18. After Friday, October 18 at 3:00 p.m., a \$300.00 deadline fee will incur per occurrence. Market Dates Saturday, October 26 - Wednesday, October 30, 2024



November	Closed November 28/29 in observance of the Thanksgiving Holiday
December	Closed December 25 in observance of the Christmas Holiday

5. ADMITTANCE POLICIES



5.1 BETWEEN MARKETS

Only personnel authorized on your IHFC Unrestricted Authorized Access Form may enter your space. Additions or deletions must be noted in an email. Send changes to Name or Dorisa Norwood at the IHFC fax number of 336-889-2329 or email listed below.

For security reasons, anyone entering the building should sign in at the Commerce Street Lobby. Please exit through the Lobby and sign out so the doors to your space can be locked and the lights can be turned off. Small underarm packages are permitted between markets. IHFC reserves the right to inspect all underarm packages.

FLOORS 1, 6 - 12

NAME: TBD
 Director of Property Management & Tenant Relations
 336-888-3740
hptrm@andmore.com

FLOORS 2 - 5

Dorisa Norwood
 Property & Tenant Relations Manager
 336-888-3780
dnorwood@andmore.com

5.2 REGISTRATION

Registration must be completed online. To pre-register, please visit: <https://registration.highpointmarket.org/>. Select "Exhibitor" and then enter the login ID and Password that have been assigned to you. If you do not have an ID and Password, please email registration@andmore.com so that one can be assigned to you.

- Follow the prompts to completely fill out the form
- Only when you have completed the roster, click "Register Selected Attendees"
- Last day for U.S. exhibitors to register and have passes mailed by October 11, 2024.
- Last day for International exhibitors to register and have passes mailed: October 4, 2024. *No badges will be printed after mailing dates until on-site registration opens.
- On-site registration opening: October 24, 2024.
- Online registration will remain open throughout Market week for exhibitors only (no other badge types) bring your barcode confirmation (printed or on your smartphone) and photo ID to have your passes printed at the registration desk in your building.

5.3 PASSES

All passes must be requested in advance. For registration assistance please email registration@andmore.com.

5.4 BUYERS

IHFC abides by the dates set by the High Point Market Authority, the official sponsor of the International Home Furnishings Market.



6. SHOWROOM SECURITY

IHFC carefully restricts admission to the facility. Please review the following preventative security tips:

- Make one person responsible for opening and closing your space
- Lock the showroom while working in the space
- Supervise crews working in your space
- Store alcohol, soft drinks, calculators, briefcases, purses, mobile phones, computers, tools, etc. in a floor-to-ceiling closet secured by a dead-bolt lock
- Contact ANDMORE Security at 336-888-3719 to have your space locked when you leave
- Restrict distribution of showroom keys



6.1 EXHIBITOR DAY WORKERS

Exhibitor day workers must be signed in at the Commerce Lobby where wristbands/labels will be issued with **Photo ID**. For security reasons, the Exhibitor must accompany casual day laborers from Commerce Lobby to showrooms. The most significant factors contributing to security breaches are:

- Failure to escort workers to the door
- Hiring street labor

It is the Exhibitor’s responsibility to help maintain security and reduce losses by:

- Being certain casual day laborers are escorted to and supervised while working in your space
- Collecting wristband from worker when assignment is complete
- Escorting workers to sign out at the desk in the Commerce Lobby

6.2 SHOWROOM LOCKS

To prevent unauthorized duplication of keys, IHFC uses the Medeco Security System. The cost is \$125.00 per lock; \$15.00 per key. Locks and keys are ordered exclusively through your Property and Tenant Relations Manager. You will receive an invoice once the keys are on site. To place a key order, please send your request to your designated TRM listed below and the form will be sent to you fill out and return via email.



FLOORS 1, 6 - 12

NAME: TBD
 Director of Property & Tenant Relations
 336-888-3740
hptrm@andmore.com

FLOORS 2 - 5

Dorisa Norwood
 Property & Tenant Relations Manager
 336-888-3780
dnorwood@andmore.com



7. SAMPLE HANDLING

7.1 MARKET LOGISTICS RATES AND SERVICES

Our goal is to ensure your success. The information provided is designed to be helpful for your planning process. For any questions, please feel free to contact us via email at hpshippingeast@andmore.com or 336-888-3764.

- Sample removal deadline (after deadline fees of \$300.00 will apply) after October 11
- Inbound Deadline Date: Truck login is by Friday, October 18 at 3:00 p.m. All inbound shipments received after this date will incur a \$300.00 deadline fee.

7.2 FREIGHT RECEIVING/SHIPPING

- All dock usage (inbound/outbound ANDMORE Logistics or Tenant/3rd party) requires a dock appointment at all buildings. Please contact us at hpshippingeast@andmore.com or 336-888-3764 with a minimum 24 hour notice. Scheduling as far in advance as possible is encouraged.
- ANDMORE Logistics receiving rates listed below include receiving services of unloading, delivery to (near) showroom and debris removal.
- A \$300.00 charge will apply for all inbound and outbound shipments received after the posted deadline dates.
- Updated Surcharges:
 - Unscheduled shipments will incur a charge of \$300.00 and possibly \$20.00 per skid, for recurring events. It is important to schedule your dock appointment(s) at least 24 hours in advance to avoid fees.
 - Shipments that miss their scheduled appointments arrival time by 30 minutes or more, your appointment will be deemed canceled and carriers will be asked to wait in Marshalling or reschedule for a later time. Additional charges may apply. No Show/Cancellation charges: \$185.00-\$375.00 depending on load characteristics.

7.3 INBOUND/MOVE-IN STANDARD FLAT RATES

- Inbound Freight rates below are for shipments received between markets and during the year

SIZE OF SHIPMENT	LOOSE RATE	PALLETIZED RATE
Full	\$750.00	\$675.00
Half	\$420.00	\$375.00
Quarter	\$ 220.00	\$ 195.00
Minimum	\$ 105.00	\$ 95.00
Minimum Under	\$45.00	\$38.00

- Discounted rates begin August 29, 2024 and ends September 26, 2024.
- **10% off published rates for FULL and HALF loads only during this time line**
- All items must be inside showroom by October 24, 2024
- After September 26, 2024, rates will not be discounted
- Tenant self load / unload fee \$199 per truck



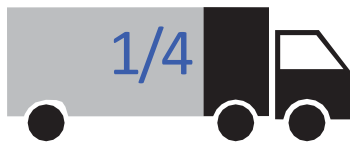
7.4 TRUCK UNLOADING TERMS DEFINED



TLUM - Truckload Unload/
Placement UNDER
minimum (up to 2 pallets)
Includes debris removal



TLUM-Truckload Unload/
Placement -Minimum
(up to 4 pallets)
Includes debris removal



TLQ-Truckload Unload/Place-
ment-Quarter (up to 6
pallets). Includes debris
removal.



TLH-Truckload Unload/
Placement-Half (up to 12 pal-
lets). Includes debris
removal.



TLF-Truckload Unload
Placement-Full (up to 24 pal-
lets). Includes debris removal.

All loose loads will be charged the equivalent of the palletized space use.

7.5 TENANT SELF LOAD/UNLOAD

- Tenants are not required to use Market Logistics services, and may use any carrier or crew of their choice. ANDMORE charges a self-load/unload fee of \$199.00 per truck.
- We ask that tenants provide their own equipment; however, the tenant will be billed for borrowed equipment if not returned after five hours at \$600.00 per flat carts and wooden trash bins, \$175.00 per four-wheel dolly.
- ANDMORE charges a debris fee of \$199.00 per truck to dispose of the Tenants packing materials

7.6 POV - Privately owned vehicle

- POVs are defined as cars, pickup trucks, vans, and other trucks primarily designed for passenger use, not cargo or freight.
- Two people must be with the vehicle – one to accompany the product to the space, and one to remove the vehicle from the area.
- Be prepared to have your own equipment, as dock equipment will not always be available.
- **No charge for POV's that need no equipment.**



7.6.1 POV VEHICLES THAT QUALIFY



Sedan



SUV



Pickup



Van

VEHICLES THAT DO NOT QUALIFY



Trailer



Rentals



Bobtail



Stakebed

7.6.2 OUTBOUND / MOVE-OUT RATES

Monday - Friday 8:00 a.m. – 4:30 p.m.

\$ 27.00 per hour/per person

Weekends, early a.m. or late p.m.

\$ 40.00 per hour/per person (Pre-arranged only)

7.7 MARKET MOVE-IN

- Move out of product must be completed by **October 18, 2024**. All outbound shipments after **October 18, 2024** will incur an additional \$300.00 after deadline fee.
- Beginning three weeks prior to Market, outbound shipments will be scheduled after 3:00pm to ensure all inbound freight has priority.

7.8 AFTER MARKET INFORMATION

- Please note that packing, and other move out activities may not begin until 5:00 p.m. on the closing day of Market.
- All properties POV pick-ups allowed **Wednesday, October 30, 2024 after 5:00 p.m.**
- Freight outbound will start **Thursday, October 31, 2024 at 8:00 a.m.**



7.9 GENERAL LABOR

Monday – Friday, 8:00 a.m. – 5:00 p.m.	\$ 27.00 hr./per person
Before 8am, After 5:00 p.m. & Weekends	\$ 40.00 hr./per person (Pre-arranged only)

7.10 PRODUCT STORAGE

- ANDMORE does not have the facility to store product on site.
- Please see the local contacts below to arrange your offsite storage.

Ampac Forwarding	336-889-6617
Packaging Center	336-885-2747
City Transfer and Storage	336-889-6155
Camco	336-475-4539

**A note about damages: It is the responsibility of the owner of the product to ensure it is packed in a manner that will keep it safe while being loaded, transported, unloaded, reloaded and transported again. All items must be palletized with shrink wrap. ANDMORE assumes no responsibility for damages. We will handle all product with care.

7.11 SCHEDULING AND COORDINATION

We are introducing our new dock scheduling application which will provide you with real-time access and details about your appointments. Here are some benefits you can look forward to:

- C3 Solutions is a web-based platform that is enhancing our current logistics playbook for dock appointments.
- This solution will help all loading docks operate with consistency and provide best-in-class service to you, our customers.
- You will have real-time access to loading dock appointments with the ability to schedule electronically.
- ANDMORE will be able to better manage the full lifecycle of the appointment and provide tenants with automated updates.

For further details on our new system, check out our [customer user guide](#).

To go directly to the application, click this link <https://www.c3reservations.com/andmore/app>

FOR USERNAME AND PASSWORD EMAIL HPSHIPPINGEAST@ANDMORE.COM

7.12 INBOUND SHIPMENTS

Please provide the following information to effectively schedule your shipment. Please be aware the consignee should never be listed as your building or ANDMORE for deliveries to your showroom.

Showroom Name, Space Number
c/o International Home Furnishings Center
239 S. Wrenn Street
High Point, NC 27260



7.13 OUTBOUND SHIPMENTS

Please provide the following information to effectively schedule your shipment. Please be aware the shipper should never be listed as your building or ANDMORE for shipments leaving your showroom.

- Tenant loading out
- Requested date of pickup
- Loose piece or pallet count
- Completed Bill of Lading; Logistics to confirm dock time

We appreciate your business, and we are committed to creating updates to improve our service for you. We welcome your input as we strive to enhance your Market experience. For questions or comments, please email us at hpshippingeast@andmore.com for your appointment needs.



7.14 DOCK WEEKEND HOURS

The docks are open the weekend before Market on Saturday and Sunday, 7:00 a.m. – *check with Logistics*. Trucks must be logged in before 3:00 p.m. All trucks are unloaded on appointment basis. Incoming samples receive priority. For questions or comments, please email us at hpshippingeast@andmore.com for appointment needs.

7.15 MARKET PREPARATION

Days	Hours
Monday – Sunday (7 days), beginning Monday, October 14, before market	7:00 a.m.– midnight
Market hours	6:00 a.m. - 7:00 p.m.

7.16 INCOMING SHIPMENTS

Expedite delivery to your showroom by following this checklist:

- Shipping address for Exhibitor Incoming Merchandise:
 - Showroom Name, Space Number
 - c/o International Home Furnishings Center
 - 239 S. Wrenn Street
 - High Point, NC 27260
- Consignee must be same as showroom name, space number
- All packages must be clearly labeled. Improperly addressed items will be delivered as time allows or returned to shipper if consignee information is incomplete
- Prepaid shipping only. It is our policy not to accept freight collect shipments
- Packing: All product should be appropriately wrapped/packed, ANDMORE resumes no responsibility for damages



7.17 OVERSEAS SHIPMENTS

To expedite shipments include the following information:



- Overseas and US contact person
- Showroom Name and Space Number
- Origin of shipment
- Kind of shipment - air or ocean
- Fax number for response from IHFC

7.18 INTERNATIONAL SHIPMENTS TO IHFC SHOWROOM SPACE

All shipments of imported merchandise require Ultimate Consignee identification numbers to be cleared by U.S. Customs and Border Protection. IHFC® is not the Ultimate Consignee and we will not provide tax identification numbers for the purpose of receiving imported showroom samples. The Exhibitor, as the ultimate Consignee, must provide their own identification number. If you do not have a U.S. tax identification number, please contact Customs and Border Protection for a CBP-issued ultimate Consignee identification number. The telephone number for CBP is 202.354.1000 and the web address is www.cbp.gov.

7.19 FEDERAL EXPRESS, UPS, COURIER DELIVERIES



Small packages consigned to HP ANDMORE tenants from "small package carriers" such as FedEx, UPS, or DHL are delivered directly to the showroom number/name listed on the label by the carrier, not ANDMORE personnel.

Users of Amazon Prime that ship packages via USPS to ANDMORE properties may have to collect their merchandise from the local Post Office. ANDMORE will pick up from the post office and place at your showroom for a \$20.00 small package fee.

7.20 DELIVERIES DURING MARKET

Merchandise is neither delivered nor removed during Market hours. Exhibitors will be notified upon delivery. Large merchandise must be uncartoned on the dock by Exhibitors. IHFC staff will **NOT** deliver the merchandise to the showroom between the hours of 8:00 a.m. - 7:00 p.m. daily. We will deliver before 8:00 a.m. and after 7:00 p.m.

7.21 PRODUCT REMOVAL

Due to the volume of samples, staffing, and time restraints, it is very important that Exhibitors schedule early removal of discontinued and/or excess samples.

Saturday, Sunday and Monday prior to Market - IHFC is not responsible for merchandise left in corridors. Merchandise that is not trash **MUST** be clearly marked! Your cooperation with these policies and procedures is necessary and greatly appreciated. This will help reduce congestion on the docks and ensure that housekeeping in the corridors can be completed for Market opening.



7.22 OUTGOING UNDERARM PACKAGES

Movement of small packages through public entrances is strictly monitored to:

- Reduce damage to the corridors, elevators, and escalators
- Maintain clean lobbies and corridors
- Control security of merchandise in your space
- IHFC reserves the right to inspect all underarm packages

Note: IHFC must have authorization to release items from showrooms on company letterhead. The list should be prepared by someone who is authorized to remove merchandise and whose name is listed on the IHFC Access Form. The list may be sent to the IHFC Dock Coordinator at 336-888-3764 and must include the item number, description, quantity, and name of the company or individual picking up the samples.

7.23 PRODUCT REMOVAL - POST MARKET

Post Market samples may be removed beginning the first Monday after Market closes, given all accounts with IHFC are satisfactory.



7.24 CASH & CARRY POLICY

IHFC is not a cash and carry facility. IHFC operates for the wholesale distribution of home furnishings. The removal of wholesale shipments will have priority. The direct sale to consumers is not permitted from the show rooms nor should the showroom be promoted directly to consumers.

7.25 OUTGOING UPS & FEDERAL EXPRESS SHIPMENTS

Exhibitors must contact UPS & Federal Express directly for pick up of packages from IHFC loading dock. Exhibitor must package, seal, and label shipments with the correct name, street address, city, state, and zip code. Exhibitor must contact loading dock for pick up of packages once UPS or Federal Express has been notified.

UPS and Federal Express special handling, next day air, blue label service, etc. is available directly from UPS and Federal Express. UPS Telephone: 800-432-6650. Federal Express Telephone: 800-463-3339.

7.26 OUTGOING DEADLINE

Beginning October 18, 2024, incoming product is given priority to prepare for Market, therefore any samples re-moved after this deadline will be charged a \$300.00 per incident after the deadline fee in addition to a standard billing fee.



8. SHOWROOM SETUP

8.1 UNPACKING & ASSEMBLY

Unpacking and assembly must be completed INSIDE the space, NOT in the corridors. Bag or box all packing materials before placing them in the hallways for pick-up by housekeeping. Please call 336-888-3764 for a trash box. If these guidelines are not followed, there will be an additional cleanup charge of \$500. Anything left in the corridors the Thursday prior to Market will be removed as trash. IHFC does not accept responsibility for items left in the corridors. All Exhibitors must be out of the building by 10:00 p.m. Friday night prior to Market opening. This is to allow for the final cleaning of the building.

8.2 UTILITIES DURING SHOWROOM SETUP

Utilities during showroom setup: HVAC is turned on 30 days before Market and turned off 14 days following Market. For other times, Exhibitors will be billed according to square footage of your space multiplied by .003 per diem. Please contact hptrm@andmore.com regarding cost for your specific space.

FLOORS 1, 6 - 12

Name: TBD
 Director of Property Management & Tenant Relations
 336-888-3740
hptrm@andmore.com

FLOORS 2 - 5

Dorisa Norwood
 Property & Tenant Relations Manager
 336-888-3780
dnorwood@andmore.com

9. CONSTRUCTION & REMODELING



In an ongoing effort to better serve you and to protect our guests and team members, I would like to offer you a brief note concerning how we manage our Assets in regards to all construction and/or modifications within leased space.

We have met extensively with the City of High Point and "authorities having jurisdiction" including the Building Department, Fire Marshall, and City Manager. All parties including our Executive Leadership Team want to ensure we do the right thing for those who occupy our buildings.

As a result of these meetings we have agreed that we are not able to allow any construction to occur in any space without prior approvals, including the request to construct or modify space from the Tenant or Tenant representative contractor or other. Once this request is delivered with a signed lease to our Tenant Improvements Department for review, we are able to approve and/or offer expert feedback. In addition, proper building permits, subsequent inspections, and final CO are required.

In the past it has proved challenging to meet timelines in preparation for Market events. We are aware of these situations and have partnered with the City of High Point to work closely with you and the necessary city officials to help expedite permitting and inspections when and where possible. It will be incumbent on you, our valued Tenants, to perform the due diligence required.

We have provided you with our Preferred Vendors list. We cannot suggest that any one is better than another nor can we advocate their quality of workmanship will meet your expectations. We can only communicate to you that these are pre-approved by the City and have current letters on file with ANDMORE.



Should you consider any Tenant improvements inside your space, please consider this an opportunity to reduce the challenges that may come with these projects.

In every case all projects will need to be approved before any work is allowed to start. Thank you in advance for allowing Facilities to participate in a successful, profitable, and valued partnership.

9.1 OUTSIDE SERVICE FIRMS & CONTRACTORS

The International Home Furnishings Center (IHFC)/ANDMORE, under its leases with its Exhibitors, retains the absolute right to approve all contractors, caterers, designers, florists, janitorial firms, and photographers performing work on its property.

Among other things, all service firms must:

- Carry insurance satisfactory to IHFC, including comprehensive general liability with limits of not less than \$3,000,000 and statutory worker’s compensation insurance for all employees, including part-time, casual, and day laborers.
- Execute lien waivers and indemnity agreements satisfactory to IHFC
- Comply at all times with IHFC’s Guidelines and Policies.
- IHFC maintains a list of service firms who have the proper insurance. Firms who do not have proper insurance will not be allowed to perform work on its property.

9.2 PREFERRED CONTRACTORS

ELECTRICAL CONTRACTORS	CONTACT NAME	TELEPHONE NUMBER	ADDRESS	EMAIL
Holbrook & Associates	George Holbrook	(o) 336-887-2986 (f) 336-887-4163	PO Box 5727 High Point, NC 27262	gholbrook@triad.rr.com
Lomax Brothers	Kelly Lomax	(o) 336-859-3771 (m) 336-215-5103	4346 Garner Lane Denton, NC 27239	klomax@lexcominc.net
RPM Partners	Andrew Wells	(o) 336-996-2000	1314 E. Mountain St. Kernersville, NC 27284	andrew.wells@rpmpartnersinc.com
Suburban Construction	Mark Silver	(o) 336-841-3994 (f) 336-882-6020	PO Box 6234 High Point, NC	mark.silver@suburbanconstructioncompany.com
Varner Co.	Chet Varner	(o) 336-476-8021 (f) 336-861-3375	2101 Shore Street High Point, NC 27263	jwiley@varner-co.com
Williard-Stewart, Inc	Cliff Simmons Jim Stewart	(o) 336-882-2500 (f) 336-885-4270	449 S. Wrenn St. High Point, NC 27260	csimmons@northstate.net jstewart@northstate.net



ELECTRICAL CONTRACTORS	CONTRACT NAME	TELEPHONE NUMBER	EMAIL
BECO	Tim Hege Dwight Jones	(o) 336-889-3477	hege@becoinc.com
BC Ingram Electric	Brad Ingram	(o) 336-442-3144	bcingramelectricco@yahoo.com
DW Morgan	Dennis Morgan	(o) 336-884-6260	dmorgan@northstate.net

9.3 SHOWROOM PLANS

Submit plans to the Tenant Improvement Department by August 16, 10 weeks prior to Market, to Sherrie Kruse, skruse@andmore.com. The plans must show the following:

- Fully dimensioned and scaled drawing of total leased space
- Provisions for life safety as required by the State of North Carolina, City of High Point and High Rise Building Codes. Battery pack(s) and directional exit sign(s) must be shown on plan to obtain City Building Permit.
- Location, size, and height of partitions and platforms.
- Location and size of glass in partition and corridor walls.
- Exhibitor’s name, address, and space number
- Contractor’s name, address, phone number and license number.
- Construction, mechanical, electrical, and plumbing costs (required by Inspection Department for City Permit)
- Any and all signage request
- Building Permits

Due to the State of North Carolina and the City of High Point Building Regulations and requirements of keeping IHFC in compliance with the High Rise Building Code, it is required that IHFC approve all renovations in the building before work begins. Therefore, absolutely no work may start without an ANDMORE Building Authorization Permit (BAP); even if a city permit is not required.

9.4 IHFC BUILDING AUTHORIZATION PASSES

Any showroom modifications require an ANDMORE Building Authorization Pass (BAP) showroom follow these easy steps:

- Submit showroom plans to IHFC Tenant Improvements Department Admin, Sherrie Kruse at skruse@andmore.com.
- Obtain ANDMORE approval
- Obtain City Permit(s), if applicable
- Obtain ANDMORE Building Authorization Pass



Beginning work without proper authorization is strictly prohibited and may result in removal of the contractor. This guideline will be strictly enforced.

9.5 CONSTRUCTION DEADLINES

Major construction (including showroom exterior renovation/floor covering installation) must be completed by September 20, 2024.

Painting, wallpaper, and exterior signage must be completed by October 4, 2024.

9.6 CONSTRUCTION WASTE REMOVAL

Contractors/Exhibitors are solely responsible for all construction waste removal including paint cans.

- Construction waste/paint cans should not be disposed of in IHFC trash boxes or trucks
- The Exhibitor will bear all costs associated with construction waste removal

9.7 CONSTRUCTION HOURS

Construction hours between Markets are between 7:00 a.m. – 4:30 p.m. on weekdays.

Exception: With prior approval, crews working all day may continue until 8:00 p.m. when supervised by showroom manager. Weekends: Contact Tenant Improvement Department Admin, Sherrie Kruse at skruse@andmore.com or 336-821-1505, to schedule weekend work. The showroom name, supervising contractor, and each worker's name must be on the approved list for weekend work.

9.8 CONTRACTOR WORKER WRISTBANDS

Please mail or fax at 336-889-2329 a list of personnel requiring wristbands access to Operations Department, PO Box 828, High Point, NC 27261-0828. List should be received at least 48 hours prior to starting work to allow time to process the list. List will be sent to Security at the Commerce Street Lobby for contractor pick-up. Contractor logoed attire must be worn by contractors, craftsmen, crews, etc. while working on ANDMORE properties. Workers should be supervised at all times by either the showroom designer or construction supervisor.



9.9 SHOWROOM FRONTS

IHFC encourages creative showroom renovations; however, design specifications vary and specific guidelines have been established to maintain the ambiance and integrity of our building.

- All accessory floors, the Design Center and the Hamilton Wing have standard fixed glass and mall fronts. IHFC requests windows be incorporated into exterior design on floors where mall fronts are not standard installations.
- Existing windows may not be removed without the approval of IHFC Operations TRM/TI departments.
- Window treatments such as mini blinds, vertical blinds, draperies, grids, decals, etc., are prohibited on accessory floors and Design Center.

9.10 SIGNAGE

Exterior signage must be approved your IHFC Tenant and Property Relations Manager (PTRM). Submit front elevations plans with signage specifications to your PTRM for review prior to installation. The following signs are strictly prohibited: Exterior lighted signs, including neon, in all properties.

ALL areas have special signage regulations and are subject to approval by your PTRM. Please submit your request to your PTRM/Operations department for approval.

FLOORS 1, 6 - 12

Name: TBD

Director of Property & Tenant Relations

336-888-3740

hptrm@andmore.com

FLOORS 2 - 5

Dorisa Norwood

Property & Tenant Relations Manager

336-888-3780

dnorwood@andmore.com



9.11 REQUIREMENTS FOR CONTRACTORS

Use the freight elevators in the docks for all supplies, tools, equipment, and construction materials delivery. Passenger elevators are not used to deliver supplies and equipment. Contractors must furnish their own rolling equipment.

9.12 CORE DRILLING

Post-tension cables are in the concrete slabs; therefore, core drilling is not permitted in any wing unless reviewed and approved by the Tenant Improvement Department.

9.13 PLUMBING

The NC High Rise Building Code requires that all plumbing pipe meet or exceed the following specifications:

- For sanitary waste and vent, storm drainage and condensate piping: cast-iron service weight or no-hub pipe and fittings or schedule 40 galvanized steel pipe with drainage fittings
- Domestic water piping: type L or K, hard or soft copper pipe with wrought copper or cast brass fittings. DWV copper pipe and fittings may be used if desired.
- All penetrations must be sealed with approved fire retardant compound.
- Installations must be inspected by the City of High Point Plumbing Inspections Department. Gravity Drainage System required.
- When Gravity System cannot apply - solenoid/pump system must be approved prior to installation.

9.14 ELECTRICAL/COMMUNICATIONS

- Conductors shall be installed in metal raceways, including low voltage cables
- Telephone lines, computer wiring, and speaker wires must also meet the above code requirements. Exception: Teflon-coated cables approved for use in air plenum.
- All penetrations must be sealed with approved fire retardant compound.
- All conduits must be painted

9.15 ELECTRICAL LOADS

There are maximum light loads, including space lighting, table lamps, refrigerators, coffee pots, fax machines, copiers, computers, etc. in each building:

- Main Wing – 3 watts per square foot
- Wrenn/Green Wing – 4 watts per square foot
- Commerce Wing – 5 watts per square foot



- Design Center – 5 watts per square foot
- Hamilton Wing – 5 watts per square foot

9.16 LIGHT BULBS

All bulbs must be energy efficient. Work requiring an electrician (e.g. current overloads, etc.) will be billed to the Exhibitor by the electrical contractor.

Light bulbs can be purchased by calling:

Beco - Tim Hege 336-886-5310

CED Lighting - Wes Harris 336-378-0044

Pointer Electric - Mike Peace 336-885-2109

9.17 REFRIGERATOR CIRCUIT

To avoid night-time shutoff during Market, refrigerators must be placed on a dedicated circuit. IHFC is not responsible for refrigerators/freezers that are not cleaned out after Market.

9.18 GENERAL LIGHTING CIRCUITS

To prevent overloads, cross-wiring of exhibit spaces and maintain designated emergency and refrigeration circuits, all electrical installations must be approved by Tenant Improvement Department as part of process listed in 9.4. General showroom lighting, plug mold and/or receptacles may not be tied into the refrigerator or emergency battery pack circuits.

9.19 FLAMMABLE MATERIALS

Oil base paints, var-sol touch-up kits, paint thinners, paint rags, etc. may not be stored in Exhibitor spaces. These items must be taken out of the building each night. For information on construction waste removal, reference section 9.6.

9.20 HVAC

Air conditioning/heating is not available during demolition and construction. The dust travels through the ductwork and creates major housekeeping problems for neighboring showrooms.

9.21 TELEPHONE INSTALLATIONS

Lumos Networks/North State Communications handles all new phone installations and relocations for Exhibitors. Todd Messner, Business Account Manager can be reached at todd.messner@lumosnet.com or 336-821-4696. All other inquiries to North State such as billing questions, repair needs, etc should be handled by calling 336-886-3600. Todd will be offering both services that are in place just for Furniture Market, as well as services that can be used in the full time capacity all year long.



9.22 INTERNET SERVICES

Internet access points are offered through Lumos Networks/North State. Please reach out to Todd Messner at todd.messner@lumosnet.com or 336-821-4696. All other inquiries same as above.

10. PHOTOGRAPHY

10.1 BETWEEN MARKETS

Showroom photography is permitted Monday through Friday during normal business hours. The Exhibitor is responsible for authorizing photographer access to the showroom. **Photography is not permitted after Friday at 3:00 p.m. before Market opening to allow for final housekeeping and Market preparations.**

10.2 DURING MARKET

In space photography may be scheduled after 7:00 p.m. email hpترم@andmore.com, or Dorisa Norwood at dnorwood@andmore.com before 3:00 p.m. the day of photography to authorize photographer admittance. Photographers must leave building by 1:00am. Photographers must furnish their own carts, dollies and rolling equipment.

10.3 STUDIO PHOTOGRAPHY DURING MARKET HOURS

In case of emergency, samples may be removed to a photography studio after 7:00 p.m.. They must be returned to the showroom before 7:00 a.m. the next day. Email (NAME: TBD) at hpترم@andmore.com or Dorisa Norwood a dnorwood@andmore.com to make arrangements.



10.4 POST MARKET

Priority is given to samples going to local and out of town studios for photography the week after Market, 9:00 a.m. to 4:00 p.m., Monday thru Friday. Photography samples may be released if your account with IHFC is satisfactory.

Note: IHFC must have authorization on company letterhead to release items from showrooms. The list must be prepared by someone who is authorized to remove merchandise from the showroom. The list may be emailed to hpshippingeast@andmore.com or faxed to the IHFC Dock Coordinator at 336-888-3765 and must include the item number, description, and quantity and name of the photography company or individual picking up the samples.

10.5 IHFC PHOTOGRAPHY GUIDELINES

- No photography in IHFC common areas without permission from IHFC.
- No photography permitted in IHFC showrooms without a previously arranged appointment and consent of an IHFC Exhibitor.



- Arrange arrival and departure dates/times with your IHFC TRM, to make sure all appropriate departments have been notified prior to the photo shoot.
- All arrivals and departures should be coordinated through the appropriate dock.

10.6 PRODUCT OUT OF SIGHT

All product must remain within the confines of a leased space. All corridors around spaces must be free of product. No hanging of product is allowed on exterior corridor walls. Only upon approval will exterior accents be permitted. Security will enforce these terms. Once notified by security, if not corrected, product will be removed and stored until the end of market.

11. SHOWROOM CLEANING

During Market hours general cleaning is provided by IHFC team members.

- Reception Area: Empty waste cans and pick up litter daily

For food service areas, Exhibitor must call the dock for trash pickup and large trash containers at 336-888-3764. Toters are returned to space upon emptying. Exhibitor is responsible for supplying liners for showroom waste cans, kitchen, and large trash cans.

*Please do not leave any food to spoil or lingering trash as we don't want any pest control situations.

11.1 NIGHT CLEANING

Exhibitors may contract with an outside janitorial firm for deep cleaning of showrooms. Night cleaning is permitted between 7:00 p.m. – 11:00 p.m. Exhibitors should send an email to hptrm@andmore.com or dnorwood@andmore.com to allow the janitorial contractor to have the space opened.

11.2 POST MARKET CLEANING

Removal begins the Monday following the close of Market, 9:00 a.m. – 4:00 p.m., based on dock availability. Live plants are removed via the dock. IHFC does not accept responsibility for plants. It is the Exhibitor's responsibility to remove perishable food/trash at the end of Market. Refrigerator circuits are shut off the second Friday after Market closes. IHFC is not responsible for items left in the refrigerators after Market closes.



12. MARKETING/PROMOTION

12.1 MARKETING ASSISTANCE

Per your lease, ANDMORE offers a total marketing plan for exhibitors. It is a comprehensive promotional program reaching all buyers before, during, and after market, and is key to driving traffic to your booth.

12.2 MARKET PUBLICATIONS

- **Previews** - Furniture and Accessory editions mailed 45 days before market to every buying organization attending the High Point Market. Information and photographs on new products, market information, articles about retailing, merchandising and advertising. The total premarket planning guide for buyers.

Resource Guide - The only complete Guide to the High Point Market. Picked up by every registered buyer as they enter the market and used throughout the year, this publication has become the established guide to Market. It contains the only comprehensive exhibitor, product and showroom directories available for the High Point Market.

- **Pocket Directory** - Pocket-size directory listing all market exhibitors, important phone listings, and market events. Handy format! (Limited advertising space - contact the Publication Sales team for details.)

- Please contact Rhonda Jackson for more details: rjackson@andmore.com or 336-821-1509.

- Website: www.highpointmarketandmore.com

ANDMORE's web site provides information where buyers & exhibitors can:

- Link to Registration
- Hyper-link to ANDM()RE's exhibitor's web sites and e-mail addresses
- Access comprehensive market planning information, events, seminars and suppliers
- Access a product locator that identifies product by major category
- Access information concerning our market publications, the Previews and Resource Guide

12.3 HIGH POINT MARKET AUTHORITY BUYER REGISTRATION SOFTWARE

CompuLEAD by CompuSystems: What was once a laborious chore done by hand is now accomplished in an instant with a single, quick scan. In partnership with CompuSystems, High Point Market gives you the power to capture contact data on everyone who enters your showroom. A quick scan shares contact information and a complete profile for your future use. What's more, all the lead retrieval solutions include the High Point Market buyer list — contact information for every registered buyer at Market, whether they visited your showroom or not. In addition to Lead Retrieval providing you with valuable lead generation, any buyer scanned at your showroom will receive a post-show email that contains a list of all the showrooms they visited, along with the company profile, website, and social media links. Buyers are now given the opportunity to follow up with exhibiting showrooms they visited! For Questions and additional information, contact a CompuSystems product specialist at 1.708.786.5565 or exhibitor-support@csireg.com.



13. FUTURE MARKET DATES

YEAR	SPRING	FALL
2024	April 13-17	October 26-30
2025	April 26-30	October 25-29
2026	April 25-29	October 17-21

14. ELEVATOR DIMENSIONS

ELEVATOR	WIDTH	LENGTH	HEIGHT	MAXIMUM CAPACITY
Commerce Freight #1	12'	8'4"	8'	8,000 lbs
Commerce Freight #2	12'	8'7"	8'	12,000 lbs
Design Freight	9'	12'	8'	6,000 lbs
Green Freight	12'4"	9'	8'	6,000 lbs
Hamilton Freight #1-#3	11'6"	7'6"	8'	5,000 lbs
Main St./North Freight	10'8"	6'	7'	8,000 lbs
South Main Freight	9'1"	12'6"	7'	4,000 lbs
Truck Freight/Main St.	12'4"	38'	12'7"	35,000 lbs
Wrenn Freight	12'4"	8'9"	8'	6,500 lbs

