



SHOWPLACE

EXHIBITOR MANUAL

APRIL 2024



SHOWPLACE
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High Point, NC 27262-0828

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www.highpointmarketandmore.com

Revised 11/13/23

ANDMC AT HIGH POINT MARKET **ANDMORE**

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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 Manager of Property and Tenant Relations 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 that reads "Robert Maricich". The signature is fluid and cursive.

Robert Maricich 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 unrivalled 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. Direct sales to consumers is not permitted from the showrooms nor should the showroom be promoted directly to consumers.

2.2 OUTSIDE SERVICE FIRMS AND CONTRACTORS

Showplace under its leases with its exhibitors, retains the absolute right to approve all contractors performing work on its property. All service firms, including contractors, caterers, designers, florists, janitorial firms, and photographers performing work at Showplace must first obtain ANDMORE's approval and be placed on its approved vendor list.

Among other things, all service firms to be placed (and to remain) on the approved list must:

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

2.3 EXHIBITOR INSURANCE REQUIREMENTS

A certificate of insurance (COI) must be on file with ANDMORE verifying that you have both the property/casualty, and the comprehensive general liability coverage in accordance with Lease Paragraph 9.1 (a) and 9.1 (b) which states:

9.1 Tenant's Insurance Obligations:

(a) General Liability Coverage. Tenant agrees to carry, at its own expense, throughout the Lease Term, commercial general liability insurance (including contractual liability coverage) covering the Premises and Tenant's use of the Premises and its activities in the Building pursuant to this Lease, with a minimum coverage as set forth in the Basic Terms, for bodily injury and property damage, including loss of use. Tenant may satisfy its obligation to maintain commercial general liability insurance, as required pursuant to this Section 9, by obtaining a combination of primary liability and umbrella/excess liability policies that total a minimum of the limits set forth in the Basic Terms. Tenant's insurance policy(ies) shall be written with insurers licensed to do business in the state in which the Premises is located,



in a form satisfactory to Landlord and shall carry an A.M. Best rating of at least A-. Tenant’s policies shall name Landlord, Landlord’s officers, directors, employees, agents and affiliates, Landlord’s Property Manager and any mortgagee and master Landlord of the Premises as additional insureds and shall provide Landlord with no less than thirty (30) days prior written notice of cancellation or non-renewal. Tenant’s insurance policies shall also provide that the coverage to be afforded to any and all of the additional insureds shall be primary and non-contributory with any other liability insurance available to the additional insureds.

(b) Property Coverage. Tenant shall bear the entire risk of loss for all of its property, furniture, fixtures, carpets, machinery, improvements and betterments, equipment, inventory, stock in trade and goods placed in the Premises. Tenant shall carry, at its sole cost and expense, special perils “all-risk” property coverage, including loss of income, covering the above property on a full replacement cost basis. Coverage shall include improvements to the Premises while under construction or installation by Tenant. Make the certificate holder: Showplace AC I SPE, LLC.

2.4 MARKET STAFFING

Showrooms must be staffed during official hours of the Market. Saturday - Tuesday, April 13-16, 8:00am-7:00pm, and Wednesday, April 17, from 8:00am-5:00pm.

2.5 SMOKING POLICY

Showplace is a non-smoking facility. This includes on the dock and inside stairwells.

2.6 PAYMENT OF ACCOUNT

Your account balance is due in full no later than 5:00p.m. Tuesday, April 2, 2024. Please contact Angie Parsons at aparsons@andmore.com or 336-888-3736.

2.7 ABC PERMITS FOR SERVING ALCOHOL

If you are planning to serve **liquor** in your showroom during the upcoming April 2024 High Point Market, you are **required** by the State of NC to purchase a "Limited Special Occasion Permit". This applies **only to liquor**, not beer and wine. No permit is required for serving beer and wine. However, if you are planning to purchase beer or wine through a distributor, you will need this permit. The cost of the permit is \$50. No permit is necessary if the host is serving or offering only beer or unfortified wine or if you are using a catering company.

To obtain a permit to serve **liquor** in your showroom during Market, email the request to Nonnie Kreilick, Manager of Property and Tenant Relations at nkreilick@andmore.com. Deadline for request is March 1, 2024.

2.8 PARKING AND TRANSPORTATION

Free shuttle buses serve satellite parking lots and High Point area showrooms; free service is also available from over 100 hotels in the High Point/Greensboro/Winston-Salem area. Express shuttle service between the Piedmont Triad International Airport and the market transportation terminal operates 8:00a.m.—7:00p.m. Free shuttles are also available from Charlotte Douglas and Raleigh/Durham airports. For reservations visit www.highpointmarket.org.

2.9 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.

2.10 EXHIBITOR PASSES

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

- 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: **March 29**
- Last day for International exhibitors to register and have passes mailed: **March 15**
*No badges will be printed after mailing date until onsite registration opens.
- Onsite Registration opening: **April 11**
- 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 a registration desk in your building.

2.11 ADMITTANCE POLICIES - BETWEEN MARKETS

Only personnel authorized on your Showplace *Unrestricted Authorized Access Form* may enter your showroom. Additions or deletions must be noted in an email. Send changes to Nonnie Kreilick at nkreilick@andmore.com.

For security reasons, anyone entering the building must sign in with Security at the Showplace registration desk. Please exit through the lobby and sign out so the doors to your showroom can be locked and lights turned off. Small underarm packages are permitted between markets. Showplace reserves the right to inspect all underarm packages.



3 YEAR ROUND OPERATING HOURS

3.1 OPERATING HOURS	BUILDING	LOADING DOCK
Monday - Friday	8:00am – 5:00pm	8:00am – 4:30pm
Market Preparation: Monday– Sunday beginning the 2nd Saturday before Market	See Page 10	See Page 10
Emergency Service Contact Reception at 336.888.3719	5:00pm – 11:00pm	NA
Market	7:00am – 7:00pm	NA

4 YEAR ROUND OPERATING CALENDAR

4.1 IMPORTANT DATES

January	Closed New Year’s Day & Martin Luther King Day
February	Closed President’s Day
March	Pre-Market March 11-12 Showplace truck login for outbound by 3:00pm Friday, March 29th after this date a \$300 after deadline fee will incur per occurrence.
April	Market: April 13-17 Showplace truck login for inbound by 3:00pm Friday, April 5th after these dates and times a \$300 after deadline fee will incur per occurrence.
May	Closed Memorial Day
June	N / A
July	Closed Independence Day
August	N / A
September	Closed Labor Day / Pre-Market: September 23-24
October	Showplace truck login for outbound by 3:00pm Friday, October 11th and truck login for inbound by 3:00pm Friday, October 18th after these dates and times a \$300 after deadline fee will incur per occurrence. Market October 26-30.
November	Closed Thanksgiving Day and Friday after Thanksgiving
December	Closed Christmas Eve and Christmas Day



5 MOVE IN AND SETUP FOR SPRING MARKET 2024

Saturday	March 30	Dock Closed Building Hours: 8:00am - 5:00pm
Sunday	March 31	Dock Closed Building Hours: 8:00am - 5:00pm
Monday-Thursday	April 1-4	Dock Hours: 8:00am - 5:00pm Building Hours: 8:00am - 12:00am
Friday *Standard deliveries by 3pm. All deliveries following will incur a \$300 after deadline fee.	April 5	Dock Hours: 8:00am - 5:00pm Building Hours: 8:00am -12:00am
Saturday	April 6	Dock Hours: 8:00am - 3:00pm Building Hours: 8:00am - 12:00am
Sunday	April 7	Dock Hours: 8:00am-3:00pm Building Hours: 8:00am -12:00am
Monday-Wednesday	April 8-10	Dock Hours: 8:00am-5:00pm Building Hours: Open 24 hours
SET UP ONLY Thursday	April 11	Dock Closed Building Hours: Open 24 hours
SET UP ONLY Friday	April 12	Dock Closed (Open to Buyers & Press) Soft Opening Building Hours: Open 24 hours

All freight deliveries and pickups require a 24 hour confirmed dock appointment. See page 21, Scheduling and Coordination, for details.

6 MARKET DATES & HOURS

Saturday-Tuesday	April 13-16	Market Building Hours: 7am - 7pm Housekeeping: 24 hours Security: 24 hours
Wednesday	April 17	Building Open: 8:00am - 5:00pm (Open to Buyers) 3:00pm - 5:00pm (Exhibitor Breakdown)

7 MOVE OUT

Date	Date	Building Hours	Dock Hours
Thursday	April 18	7:00am - 7:00pm	8:00am - 4:30pm
Friday	April 19	7:00am - 7:00pm	8:00am - 4:30pm
Saturday	April 20	Closed	Closed
Sunday	April 21	Closed	Closed
Monday-Friday	April 22-26	8:00am - 5:00pm	8:00am - 4:30pm

8 SAMPLE SALES

Sold samples may NOT be removed from the Showplace building during or after show hours. Hand carried individual samples that are sold may be removed beginning Wednesday morning, April 17, 2024 from the rear of the building at designated doors. Entire showrooms that have been purchased may not be removed until the Tuesday following the show, April 23, 2024. Please note that Showplace will not be responsible for any samples left for pick up.



9 RULES AND REGULATIONS

9.1 SMOKING POLICY

Smoking will not be permitted anywhere inside Showplace (including stairwells).

9.2 STORAGE AND WASTE REMOVAL

Must be completed by 10:00pm on Wednesday, two business days prior to the start of Market. All paint used by any exhibitor in preparing their space must be removed from the Showplace building by the end of each market. This paint cannot be disposed of anywhere on Showplace property. (For example: dumpster, trash cans, or Showplace dock.)

9.3 LATE ARRIVALS

Late arrivals will not be allowed to set up unless prior contact has been made. It is unfair to the other exhibitors who have met deadlines to have their space disturbed once it has been completed. All deliveries made after 3:00pm March 29th will incur a \$300 after deadline fee.

9.4 EXHIBIT MATERIALS AND PRODUCT

All exhibit materials and product must come through our dock. No side door or front door access for freight is allowed.

9.5 MOVE OUT FOR PURCHASED SHOWROOMS

Showrooms that have been purchased must schedule a move out time in the week following market. Showplace will not be responsible for product or moving this product to the Showplace Dock. This move out may be scheduled the following Tuesday after close of Market. Please send buyer information and BOL to Nonnie Kreilick at nkreilick@andmore.com.

9.6 INDIVIDUAL SAMPLES SOLD

Individual samples sold may not be removed from Showplace during or after Market hours Saturday - Tuesday. Hand carried, individual sold samples may be removed from the building Wednesday, the last day of Market. They will be removed from the rear of the building at the door marked by Security. Showplace will not be responsible for any samples left for pick-up. All hand carried items must have a paid bill of sale to show Security.

9.7 TEMPORARY WORKERS (SET-UP & BREAKDOWN)

All temporary workers must enter through the main entrance and be issued a wristband if they are not wearing company logo attire. For breakdown on Wednesday, April 17, 2024, workers are allowed in the building from 3:00pm - 5:00pm, and must come in and out through the main entrance. Workers contracted by Showplace for drayage from the dock to individual spaces should not be tipped. Tipping is not allowed on any ANDMORE Property. Please notify Showplace of any violation of these policies.

9.8 CHILDREN AND STROLLERS

Children under 12 years of age and strollers are not permitted on the showroom floor at Showplace during move in/move out and during Market. There will be no exceptions.

9.9 DOCK HOURS

Off market the loading dock is open M-F 8am-noon/1:00pm-4:30pm. Please see page 10 for market move-in & set-up hours.

9.10 DAMAGES

Leaseholders will be charged for any labor or fees associated with damages or repairs to the Showplace property, extra housekeeping, security, etc.

9.11 APPLIANCES NOT ALLOWED

Appliances such as irons, refrigerators, coffee makers, popcorn machines, microwaves, drink machines, etc. are not allowed without prior approval.

9.12 EXHIBITOR MARKETING MATERIALS

All marketing materials must be kept within your showroom. No materials should be placed anywhere on ANDMORE's Property other than in your showroom. No handouts can be distributed outside of your showroom or on any ANDMORE property.

9.13 PRODUCT REMOVED FROM SPACES

All tenants must issue written authorization (BOL) to have product removed from their space between Markets. This authorization must include an inventory of items to be removed and

the person's name making the pick-up. This should be emailed to Logistics at hpshippingeast@andmore.com 24 hours before desired pick-up. The driver may not supply the paperwork upon arrival. Any product removal prior to Market must be completed before Friday, March 29, 2024.

9.14 FORMS OF PAYMENT

Visa, MasterCard and American Express cards are accepted by our offices and must be accompanied by a written authorization slip, which Showplace will provide, if arranged via telephone. A \$50.00 charge will be added for handling.

Checks are also accepted and can be mailed to:

Showplace AC I SPE, LLC PO
Box 419622
Boston, MA 02241-9622

9.15 RETURNED CHECKS

Checks returned for any reason, will require all future payments to Showplace to be made with bank checks/certified funds. A service fee will be assessed related to all returned items.

9.16 LATE PAYMENTS

Late payments are subject to additional fees, per Exhibit (A) of your Lease.

9.17 CONDUCT

Exhibitors shall conduct themselves and their business in a professional manner. Showplace, in its sole discretion, will close any showroom where this rule is violated.

9.18 HOUSEKEEPING

ServiceMasters staff cleans all corridors and common areas before opening day. Should you need additional housekeeping after the Market begins, please contact ServiceMaster directly 336-299-9441. Additional charges to exhibitors may occur if you are late in your set-up before Market or if you have special functions in your space and require additional housekeeping.

For after hour cleaning, please email nkreilick@andmore.com to allow the janitorial contractor access to the showroom.

9.19 SHOWROOM PRODUCT - OUT OF SIGHT

All product must remain within the confines of leased space. Per NC Fire Code, **do NOT block EXIT doors** and all corridors around spaces must be free of product. No hanging of product is allowed on exterior corridor walls. Entrance accents will be permitted upon approval. Tenant Relations will enforce these terms, if not corrected, product will be removed and stored until the end of market.

Photography must take place within your space if at all possible and must be scheduled after market hours (7pm). Security escort is required and must be arranged prior to photography date. Exhibitor is responsible for all security charges. Please contact Manager of Property and Tenant Relations Nonnie Kreilick at 336-822-0421 or email at nkreilick@andmore.com for all photography requirements at least 48 hours in advance.



10 CONSTRUCTION

Our years of experience tell us that showroom planning is important and a professional interior display is essential to your success in this Market. In general any improvements that Tenant wishes to install within the Premises are subject to Landlord's prior review and written approval. In addition, all improvements must be properly permitted as applicable and if required by the City prior to the commencement of any such improvements within the Premises. The following guidelines should assist you with ensuring these requirements are satisfied.

10.1 SHOWROOM PLANS

All painting, flooring and construction requires an ANDMORE Building Authorization Pass (**BAP**). Please submit your plans by February 2, 2024, to Sherrie Kruse, Tenant Improvements Administrative Assistant, skruse@andmore.com. The authorization will be issued to the contractor or tenant based on the submitted information. All displays must meet local and state building codes and are subject to requiring building permits from the City of High Point as needed.

To expedite showroom construction, follow these easy steps:

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

All construction must be completed before March 8, 2024.

11 SPACE/DISPLAY

Showplace provides finished floors, and space numbers for each lease holder.

11.1 FIRE DOORS/MATERIALS

- **Fire doors and EXIT doors may not be blocked. No product in freight lobby or stairwells.**
- Fire retardant materials must be used. This includes all curtains, draping and decorative additions. The Fire Marshal will check each space in question.
- Open flame is prohibited by the current state of NC fire code. (Fire Prevention Code Section 502.5 Open Flame or Light Restricted). This section applies to lighted candles, sterno, liquid propane or other flames used to heat food. Fire marshals enforce this code when inspecting Showplace.

11.2 SIGNAGE

Please note that all signage placed on the exterior of your showroom or on the glass must be approved by our Operations Department. Submit front elevations plans with signage specifications to Nonnie Kreilick at nkreilick@andmore.com for review prior to installation. Exhibitors are responsible for installation and repairs to exterior signage.

The following signs are strictly prohibited: Exterior lighted signs, including neon and hand written signs.

11.3 TEMPORARY LABOR

- All exhibitors, contractors, temporary workers and guests must present a photo ID and will be presented a wristband or badge that must be worn on ANDMORE properties.
- Exhibitors who require assistance packing or unpacking must hire through a temporary labor agency.
- Do not hire anyone already working or anyone off the street.
- Day workers must wear wrist bands, which will be obtained at the main entrance.
- All temporary workers must enter through the main entrance. Workers must be signed in by the tenant.

12 ELECTRICAL REGULATIONS

- High wattage lighting brought to the Market by the exhibitor may not exceed 100 watts per fixture and must be approved by Showplace operations personnel. This lighting may or may not be installed depending on the total wattage available for the space. Construction lighting will not be allowed.
- Lamp displays are restricted to 40-watt bulbs.
- Any additional electrical service or fixtures must be done by ANDMORE approved contractor and must be approved in writing by ANDMORE prior to installation.
 - Painting Over Electrical Outlets: Strictly forbidden, contractors will be billed at cost.
- All equipment, regardless of source of power, must comply with all Federal, State and Local Safety Codes.
- Preparatory work and installation may not be executed without the "ANDMORE Maintenance Team". Overload protection to equipment must be made by the "ANDMORE Maintenance Team" or approved electrician only.
- Electrical power for light and displays will be turned on prior to Market opening time and off at Market closing daily.
- Under no circumstances shall anyone other than ANDMORE maintenance team make any electrical connections. All material and equipment furnished by ANDMORE for this service shall remain the property of ANDMORE and shall be removed by ANDMORE personnel at the close of market.

12.1 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. Please contact Nonnie Kreilick at nkreilick@andmore.com or 336-822-0421 regarding cost for your specific space.

13 SHIPPING, HANDLING, & RECEIVING

13.1 DOCK CONTACT INFORMATION

Showplace Dock - hpshippingeast@andmore.com

TEL: 336-888-3710 | FAX: 336-886-4872
200 E High Avenue
High Point, NC 27260



13.2 SHIPPING AND SAMPLE MOVEMENT

- Exhibitor shipments will be received at the Showplace Loading Dock and placed in front of the showroom beginning March 25, 2024 prior to Market opening as follows. For earlier delivery of samples, contact Nonnie Kreilick at nkreilick@andmore.com.
 - All samples/deliveries must be received by April 5th. This includes shipments by common carrier, company truck, personal deliveries, etc. Any samples/deliveries received after 3:00pm April 5th will incur a \$300 after deadline fee per each occurrence.
 - Fed Ex/UPS/Courier Deliveries: Small packages consigned to High Point 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.
 - Showplace is not responsible for lost or misplaced small packages. Please contact your carrier for confirmed delivery information.
- Updated Surcharges
- Unscheduled shipments will incur a fee of \$300 and possibly \$20 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 its scheduled time by 30 minutes or more, your appointment is deemed canceled and carriers will be asked to wait in Marshalling or reschedule for a later time. Additional fees may apply. No Show/Cancellation fees: \$185-\$375 depending on load characteristics.
- 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 small package fee. Please email Nonnie Kreilick at nkreilick@andmore.com to coordinate.
 - Product arriving on pallets or oversized crates will be broken down on the dock and then taken to the space, if necessary. Charges will apply.
 - Pre-constructed crating dimensions should be no more than 4-ft x 8-ft x 6-ft, and a weight of no more than 750 lbs. on large, heavy plastic casters. If crating arrives that is too large or heavy, it may be unpacked on the dock. Additional handling charge of \$300 per occurrence may apply.
 - Shrink-wrapped boxes on skids may be dismantled on the dock before delivery to your space at the option of Showplace shipping personnel.
 - Late samples must be unpacked on the loading dock and moved to space by the exhibitor. Please ship early and instruct your driver to wait his turn as trucks are worked on a first come, first-served basis.
 - Product arriving before move-in dates will be set outside of your showroom.
 - SHIP TO ADDRESS:
Your Company Name (Subtenant Name, If Any) Your space #
C/O SHOWPLACE
High Street Dock
200 E High Avenue
High Point, NC 27260
 - All freight, customs charges and duties must be prepaid. Showplace WILL NOT ACCEPT COLLECT SHIPMENTS.



- STORAGE: No storage is available on-site for excess product or empties. You may arrange storage of your excess product at your expense:
 - AMPAC 336-431-4355
 - Camco 336-475-4539
 - City Transfer & Storage 336-334-2648
 - Packaging Center 336-885-2747

13.3 INTERNATIONAL SHIPMENTS TO SHOWPLACE

- All shipments of imported merchandise require Ultimate consignee ID numbers to be cleared by U.S. Customs & Border Protection. Showplace is not the Ultimate Consignee and we do not provide tax ID numbers for the purpose of receiving imported showroom samples.
- The exhibitor, as the Ultimate Consignee, must provide his own ID number. If you do not have a U.S. tax ID number, contact Customs & Border Protection for a CBP-issued Ultimate Consignee ID number. Telephone: 202-354-1000. Visit their website at: www.cpb.gov.

13.4 MARKET LOGISTICS RATES AND SERVICES

Our goal is to ensure your success. The information provided is designed to be helpful for your planning process. Please feel free to contact us via email at hpshippingeast@andmore.com or at 336.888.3765 with any questions.

- Outbound Deadline Date: Friday, March 29, 2024. All outgoing shipments after this date will incur an additional **\$300.00** after deadline fee.
- Inbound Deadline Date: Truck Login by 3:00pm Friday, April 5, 2024. All inbound shipments received after this date will incur an additional **\$300.00** after deadline fee.

FREIGHT RECEIVING/SHIPPING

All dock usage (inbound/outbound ANDMORE Logistics or Tenant/3rd party) requires a dock notification. **Please see page 21, Scheduling and Coordination, for details.**

All shipments must be accompanied by a Manifest and Bill of Lading, which should be presented to Showplace Logistics Supervisor or assistant on arrival. Personnel will be responsible for movement of samples from the truck to the showroom. ANDMORE personnel does not deliver UPS or FedEx packages to showrooms.

ANDMORE Logistics receiving rates listed below include receiving services of unloading, delivery to (near) showroom and debris removal.

\$300.00 After deadline fees will incur for all inbound and outbound shipments received after the posted deadline dates.



INBOUND/MOVE-IN - OUTBOUND/MOVE-OUT

STANDARD FLAT RATES

Inbound/Outbound Freight rates below are for shipments received and product removed between markets and during the year at all properties with the exception of Suites@Market Square/1st floor of Plaza Suites.

<u>Size of Shipment</u>	<u>Loose Rate</u>	<u>Palletized Rate</u>
Full	\$ 750.00	\$ 675.00
Half	\$ 420.00	\$ 375.00
Quarter Minimum	\$ 220.00	\$ 195.00
Minimum	\$ 105.00	\$ 95.00
Under Minimum	\$ 45.00	\$ 38.00

- Discounted rates begins February 13th and ends March 13th
- 10% off published rates for full and half loads only during this time line
- After March 13th rates will not be discounted
- Tenant self load / unload fee \$199 per truck

TRUCK UNLOADING TERMS DEFINED

All truck loads are based on the floor loading space of a 53-foot sized truck and include debris removal.



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

Includes debris removal



TLM-Truckload Unload/
Placement -Minimum (up
to 4 pallets)

Includes debris removal



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



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



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

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

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 do ask that tenants provide their own equipment; however, the tenant will be billed for borrowed equipment if not returned after 5 hours at \$400 per flat carts and wooden trash bins, \$125 per four-wheel dolly.
- ANDMORE charges a debris fee of \$199.00 per truck to dispose of the Tenants packing materials.

POV'S

- POV's 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 may not always be available.
- No charge for POV's that do not need equipment.

VEHICLES THAT QUALIFY



Pickup

Sedan

SUV

Van

VEHICLES THAT DO NOT QUALIFY



Trailer

Rentals

Bobtail

Stakebed

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)
Standard Rates Apply - See page 18	

MARKET MOVE-IN

- Move out of product must be completed by March 29, 2024. All outbound shipments after March 29, 2024 will incur an additional \$300.00 after deadline fee.
- Beginning 3 weeks prior to Market, outbound shipments will be scheduled after 3pm to ensure all inbound freight has priority.

AFTER MARKET

- Please note that packing, and other move out activities may not begin until 5pm on the closing day of Market.
- POV pick-ups allowed after 5:00pm Wednesday, April 17, 2024.
- Freight outbound will start 8:00am Thursday, April 18, 2024

GENERAL LABOR

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

PRODUCT STORAGE

- STORAGE: No storage is available on-site for excess product or empties. You may arrange storage of your excess product at your expense:
 - o AMPAC 336-431-4355
 - o Camco 336-475-4539
 - o City Transfer & Storage 336-334-2648
 - o Packaging Center 336-885-2747

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.

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

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.

- Tenant or ANDMORE Logistics receiving
- Requested date of delivery
- Loose piece or pallet count
- Freight Carrier
- Pro/Container Number if applicable

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 or ANDMORE Logistics loading out
- Requested date of pickup
- Loose piece or pallet count
- Completed Bill of Lading (ANDMORE load out services) 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. Please email us at hpshippingeast@andmore.com with any questions or comments.

13.5 INCOMING SAMPLES

- All shipments must be accompanied by a manifest and Bill of Lading, which should be presented to Showplace Dock Supervisor on arrival. Personnel will be responsible for movement of samples from the truck to the space.
- Showplace personnel will not handle construction material: e.g. lumber, paint, carpet, flooring material, etc. Construction material must be handled by the Exhibitor or their agent. Any RTA (Ready to Assemble) walls, floors and/or other display materials must be pre-cartoned, labeled and on wheels for easy handling by Showplace dock personnel if shipped with merchandise.
- Please load so that RTA product/display materials will be unloaded first, followed by merchandise.
- Showplace is not responsible for lost or damaged merchandise or lost or misplaced UPS or FedEx packages.

13.6 MOVE OUT

- Absolutely no move-out before 7:00am Thursday, April 18, 2024.
- Exhibitors are responsible for correctly completing and attaching a Bill of Lading to outgoing freight. An example is located on the dock for your assistance.
- Post Market samples may be removed after Market closes, given all accounts with Showplace are satisfactory.



14 SECURITY GUIDELINES

Showplace will have perimeter security guard service beginning Monday, April 1, 2024 through the end of market. Exhibitors are solely responsible for the security of its Exhibit and merchandise and is required under the ANDMORE Lease to insure its Exhibition Space against loss or damage from any cause whatsoever.

- All property of Exhibitor shall remain in its control, custody, and care in transit to, from or within the confines of the Exhibition Space.
- Exhibitors are required to protect Exhibit Space against loss or damage, some general suggestions and guidelines follow:
 - Attach a rider to your insurance policy to cover your exhibit for shipping, set-up, market and dismantling.
 - Ship through a reputable carrier making sure to furnish them with an accurate and complete bill of lading.
 - ANDMORE / Showplace does not accept responsibility for merchandise shipped out via multiple carriers. If you are shipping via multiple carriers, please provide a list to Showplace Manager of Property and Tenant Relations Nonnie Kreilick at nkreilick@andmore.com.
 - Be sure all cartons or crates are securely taped or banded. DO NOT label with content.
 - Do not leave showroom unattended during set-up, market and dismantling period.

- o Small electronic items (i.e. phones, iPod’s, etc.) should be locked up or removed from the space each evening.
- o Do not include merchandise, tools or other misc. items in containers to be stored with empties.
- o Inventory all valuable items in your showroom by recording serial numbers and descriptions.
- o **After Hours Request**- Please email your Manager of Property and Tenant Relations, Nonnie Kreilick at nkreilick@andmore.com to arrange for the additional coverage. Please allow 24 hours' notice. Rates are \$25.00 per hour with a minimum of 4 hours, please note, no dock access is available during after hour coverage. **If you need to cancel request, a 12 hour advance notice is required.**

15 PHOTOGRAPHY

15.1 PRE-MARKET

Photography is not permitted after 3:00pm on Thursday before Market opening to allow for final housekeeping and Market preparation.

15.2 MARKET

In-space photography may be scheduled after 7:00p.m. Contact Nonnie Kreilick, Manager of Property and Tenant Relations, prior to 3:00p.m. (nkreilick@andmore.com) to authorize photographer admittance. While it is the desire of Showplace management to be as flexible as possible, our first priority is building safety and maintenance. Therefore, it is possible that photography may not be permitted on any given night.

15.3 STUDIO PHOTOGRAPHY

In case of emergency, samples may be removed to a photography studio after 7 pm. They must be returned to the showroom before 8:00am the next day. Call Nonnie Kreilick, Manager of Property and Tenant Relations (336-822-0421) to make arrangements. Note: Photography samples may be released if all bills due ANDMORE have been paid.

16 SHOWPLACE IMPORTANT CONTACTS

CONTACTS	NAME	TELEPHONE NUMBER
Main Information	Showplace	336-886-4700
Showplace Dock	Shipping/Receiving	336-888-3710
Manager of Property and Tenant Relations	Nonnie Kreilick	336-822-0421
First Aid	Security	336-888-3719
Accounting	Angie Parsons	336-888-3736
Leasing Coordinator	Tanisha Ramsey	336-888-3735



17 FUTURE MARKET DATES

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

18 HELPFUL MARKET CONTACTS

Temporary Labor - for your setup or showroom requirements. Exhibitors are cautioned against hiring temporary labor off the street and are encouraged to use the following agencies for additional help:

Graham Personnel 336-897-2118

The Bradley Group 336-688-2673

Workforce Unlimited 336-882-0084

Caterers

Aramark 404-695-5415 / 404-220-2265 / dsullivan@andmore.com

Flowers or Greenery

Environments 828-963-1900

Nelson's Greenhouse 336-454-4427

Randy McManus Designs 336-691-0051

The Plant Shop 336-884-4100

Please email Nonnie Kreilick nkreilick@andmore.com for a complete copy of our Preferred Vendor List.

19 MARKETING/PROMOTION

19.1 MARKETING ASSISTANCE

ANDMORE is the only organization offering a total marketing plan for exhibitors. It is a comprehensive promotional program reaching all buyers before, during and after market.

19.2 MARKET PUBLICATIONS (REQUIRED)

- Previews - Furniture, Accessory, and Designer 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 pre-market 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 Rhonda Jackson for more details at rjackson@andmore.com or 336-821-1509.
- Web Site: www.highpointmarketandmore.com ANDMORE's web site provides information where buyers & exhibitors can:
 - o Link to Registration
 - o Hyper-link to ANDMORE exhibitor's web sites and e-mail addresses
 - o Access comprehensive market planning information – events, seminars and suppliers
 - o Access a product locator that identifies product by major category
 - o Access information concerning our market publications, the Previews and Resource Guide

19.3 HIGH POINT MARKET AUTHORITY BUYER REGISTRATION SOFTWARE

HPMA maintains the only buyer database for the High Point Market. This software contains the entire registration database - 50,000 names and 21,000 organizations. All names and organizations are verified and updated twice a year. All organizations are bar-coded for quick market registration. Direct mail capabilities - create mail labels easily addressed to the key merchant at each organization. Can be used during Market for on-site registration. Available in a list download. For more details, call ShowCare: 866-267-2107.

20 PHONE AND INTERNET SERVICES

Lumos / North State Communications handles all new phone installations and relocations for exhibitors. Todd Messner can be reached by phone 336-821-4696 or email todd.messner@lumosnet.com. All other inquiries, 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 a full time capacity all year long. DSL services offered through Lumos / North State please reach out to Todd Messner and all other inquiries same as above.

