C&D

commerce and design

EXHIBITOR MANUAL

April 2022

C&D
201 W. Commerce Avenue
High Point, NC 27262-0828
An International Market Centers Company
(336) 888-3743 | Fax (336) 888-3789
www.imchighpointmarket.com

INTERNATIONAL
MARKET CENTERS

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WELCOME

It is my pleasure to personally thank you for choosing International Market Centers (IMC) 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. IMC 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 IMC customers by visiting http://www.imchighpointmarket.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,

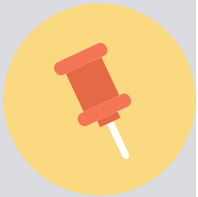
Robert Maricich
Chief Executive Officer
International Market Centers

2. GENERAL INFORMATION & POLICIES

2.1 IMC MISSION

International Market Centers 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 IMC Team delivers Markets that create value and growth opportunities for our partners.

C&D 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

C&D 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 C&D must first obtain C&D'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 C&D, 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 C&D.
- Comply at all times with C&D/IMC Guidelines and policies.
- C&D maintains a list of service firms who have the proper insurance. Please contact Jennifer Rudisill, Property and Tenant Relations Manager, for a copy of the IMC Preferred Vendors List.
  336-888-3780, **jrudisill@imcenters.com**

2.3 EXHIBITOR INSURANCE REQUIREMENTS

A certificate of insurance verifying that you have both the property/casualty and the comprehensive general liability coverage must be on file with C&D in accordance with Lease Paragraph 7.1, which states:

Insurance. Tenant agrees to insure its property located in the Building against a loss or damage by fire or other casualty, under an "all risks" policy in an amount equal to the full replacement value thereof. Tenant agrees to maintain in force Commercial General liability insurance coverage on the Premises, with a minimum combined single limit of $3,000,000.00 for death, personal injury or property damage, naming Landlord as an additional insured. This general liability coverage must be on an "occurrence'' basis. All policies shall provide that unless Landlord is given thirty (30) days written notice of any cancellation or material change, the

insurance shall remain in full force and effect without change. If Tenant will be serving alcoholic beverages, as a condition to the granting of this Agreement, Landlord or its authorized management agent must receive from Tenant or its caterer, evidence that insurance, satisfactory to Landlord, providing appropriate liability insurance or Dram Shop coverage indemnifying the Landlord, its authorized management agent and the owners of the Building as additional insured parties has been procured. Prior to installing its exhibits in the Premises, Tenant agrees to provide Landlord with satisfactory evidence that all required insurance is in force. Tenant may provide any insurance required under this article through its corporate or blanket policies covering multiple locations, provided that (i) such policy or a certificate of such policy must specify the amount(s) of the total insurance allocated to the Premises, which amount(s) must equal or exceed the amount(s) required by this Agreement, and shall not be reduced for claims made for other properties; and (ii) in all other respects, each such policy shall comply with the requirements of this Lease.

2.4 MARKET STAFFING

Showrooms must be staffed during official hours of the Market. Saturday - Tuesday, April 2-5, 8am-7pm, and Wednesday, April 6 from 8am-5pm.

2.5 SMOKING POLICY

C&D is a non-smoking facility. Thank you!

2.6 PAYMENT OF ACCOUNT

Your account balance is due in full no later than **5:00 pm Tuesday, March 22, 2022. Please contact Angie Parsons at aparsons@imcenters.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 2022 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 Jennifer Rudisill, Property and Tenant Relations Manager, at **jrudisill@imcenters.com**. Deadline for request is February 18, 2022.

2.8 REGISTRATION

Registration must be completed online. To pre-register, please visit: www.highpointmarket.org/register . 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@imcenters.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 "Submit all Badges".
- Last day for U.S. exhibitors to register and have passes mailed: March 18
- Last day for international exhibitors to register and have passes mailed: March 4
- Onsite registration opening: March 31
- Online registration will remain open throughout Market week- bring your barcode confirmation (printed or on your smartphone) and photo ID to have your passes printed at a registration desk in your building.

2.9 CONTRACTOR & SUBCONTRACTOR BUILDING ADMISSION POLICIES

All contractors are required to have their employees and subcontractors wear **Company Logo'd Shirts and show photo ID.** Contractor leads can sign in at the Security Desk, note the number of workers in the building each day, request access, as well as ask for lights to be turned on for each showroom that will be worked in. IMC still requires a service pass list to be completed for all permanent and temporary staff. Please email TRM, Jennifer Rudisill, **jrudisill@imcenters.com**, the list of all staff. Contractor staff that come in without proper company logo'd shirts will be required to continue signing in at our security desk, obtain clearance from security, receive and wear wrist bands.

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 Monday before Market	8:00am – 5:00pm	See page 10
Emergency Service Contact Reception at 336.888.3719	5:00pm – 11:00pm	N/A
Market	7:00am – 7:00pm	N/A

4. YEAR ROUND OPERATING CALENDAR

4.1 IMPORTANT DATES

January	Closed New Year's Day
February	Closed President's Day Pre Market February 28-March 1
March	C&D Truck login for outbound by 3:00 pm Friday, March 18 and truck login for inbound by 3:00 pm Friday, March 25. After Friday, March 25, 3:00 pm a $300 late fee will incur per occurrence.
April	Market April 2-6
May	
June	
July	Closed Independence Day
August	
September	Closed Labor Day. Pre-Market is the September 12-13
October	C&D truck login for **outbound** by 3:00 pm Friday, October 14, and truck login for inbound by 3:00 pm Thursday, October 20. After October 20, 3:00 pm a $300 late fee will incur per occurrence. Market October 22-26
November	Closed Thanksgiving Day and Friday after Thanksgiving
December	Closed Christmas Eve and Christmas Day

5. MOVE IN AND SETUP FOR OCTOBER 2021

Saturday	March 19	Dock Closed Building Hours: 8:00am - 5:00pm
Sunday	March 20	Dock Closed Building Hours: 8:00am - 5:00pm
Monday-Thursday	March 21-24	Dock Hours: 8:00am - 5:00pm Building Hours: 8:00am - 10:00pm
Friday *Standard deliveries by 3pm. All deliveries following will incur a $300 late fee	March 25	Dock Hours: 8:00am - 7:00pm Building Hours: 8:00am -10:00pm
Saturday	March 26	Dock Hours: 8:00am - 3:00pm Building Hours: 8:00am - 7:00pm
Sunday	March 27	Dock Hours: 8:00am-3:00pm Building Hours: 8:00am -7:00pm
Monday-Wednesday	March 28-30	Dock Hours: 8:00am-5:00pm Building Hours: 8:00am - Midnight
SET UP ONLY Thursday	March 31	Dock Closed Building Hours: 8:00am -Midnight
SET UP ONLY Friday	April 1	Dock Closed (Open to Buyers & Press) Soft Opening Building Hours: 8:00am - Midnight

All freight deliveries and pickups require a 24 hour confirmed dock appointment.

6. MARKET DATES & HOURS

Saturday-Tuesday	April 2-5	Building Hours: 7:00am - 7:00pm
Wednesday	April 6	Building Open: 8:00am - 5:00pm (Open to Buyers) 3:00pm - 5:00pm (ExhibitorBreakdown)

7. MOVE OUT

Date	Date	Building Hours	Dock Hours
Thursday	April 7	7:00am - 7:00pm	8:00am - 4:30pm
Friday	April 8	7:00am - 7:00pm	8:00am - 4:30pm
Saturday	April 9	Closed	Closed
Sunday	April 10	Closed	Closed
Monday-Friday	April 11-15	8:00am - 5:00pm	8:00am - 4:30pm

8 SAMPLE SALES

Sold samples may NOT be removed from the C&D building during or after show hours. Hand carried individual samples that are sold may be removed beginning Wednesday morning, April 6, 2022 from the rear of the building through the dock. Entire showrooms that have been purchased may not be removed until the Tuesday following the show, April 12, 2022. Please note that C&D will not be responsible for any samples left for pick up.

9 RULES AND REGULATIONS

9.1 STORAGE AND WASTE REMOVAL

Must be completed by 10:00pm on Thursday, March 31, two days prior to the start of Market. All paint used by any exhibitor in preparing their space must be removed from the C&D building by the end of each market. This paint cannot be disposed of anywhere on C&D property. (For example: dumpster, trash cans, or C&D dock.)

9.2 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.

9.3 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. C&D will not be responsible for product or moving this product to the C&D Dock. This move out may be scheduled the following Tuesday after close of Market. Please send buyer information and BOL to Jennifer Rudisill, TRM, at **jrudisill@imcenters.com**.

9.5 INDIVIDUAL SAMPLES SOLD

Individual samples sold **may not** be removed from C&D during or after Market hours Saturday-Tuesday, April 5, 2022. Hand-carried, individual sold samples may be removed from the building Wednesday, April 6, the last day of Market. They will be removed through the C&D dock. C&D will not be responsible for any samples left for pick-up. All hand carried items must be signed out by security with a paid bill of sale.

9.6 TEMPORARY WORKERS (SET-UP & BREAKDOWN)

All temporary workers must enter through the dock. Workers must be signed in by the exhibitor. For breakdown on **Wednesday, April 6, 2022**, workers are allowed in the building from 3pm - 5:00pm, and must come in and out through the dock. Workers contracted by C&D for drayage from the dock to individual spaces should not be tipped. Tipping is not allowed on any IMC Property. Please notify C&D of any violation of these policies.

9.7 CHILDREN AND STROLLERS

Children under 12 years of age and strollers are not permitted on the showroom floor at C&D during move in/move out and during Market.

9.8 DOCK HOURS

During move-in & set-up, the dock closes at 5:00pm. Exhibitors may stay to work in their spaces until 10:00pm. Please refer to page 10 of the C&D exhibitor manual for all building and dock hours.

9.9 DAMAGES

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

9.10 APPLIANCES NOT ALLOWED

Appliances such as irons, refrigerators, coffee makers, popcorn machines, microwaves, drink machines, etc. are not allowed in any temporary spaces, and in permanent space only with prior approval.

9.11 EXHIBITOR MARKETING MATERIALS

All marketing materials must be kept within booth space. No materials should be placed anywhere on IMC Property other than your booth space. No handouts can be distributed outside of your booth on any IMC property.

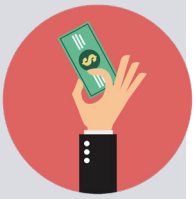
9.12 PRODUCT REMOVED FROM SPACES

All tenants spaces must issue emailed authorization to have product removed from their space between Markets. This authorization must include an inventory of items; (BOL) Bill of Lading, to be removed and the person's name making the pick-up. This should be emailed to our office 24 hours before desired pick-up. Any product removal prior to Market must be completed before Friday, March 18, 2022. Please email Jennifer Rudisill, TRM at **jrudisill@imcenters.com** and dock office at **hpshippingwest@imcenters.com**.

9.13 FORMS OF PAYMENT

Visa, MasterCard, American Express cards, ACH, and Wire Transfer are accepted by our offices. A $50.00 charge will be added for handling. Checks are also accepted and can be mailed to:

C&D SPE, LLC
PO Box 741163
Los Angeles, CA 90074-1163



9.14 RETURNED CHECKS

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

9.15 LATE PAYMENTS

Late payments are subject to additional fees, per your current Lease.

9.16 CONDUCT

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

9.17 HOUSEKEEPING

Service Master staff cleans all corridors and common areas before opening day. Should you need additional housekeeping after the Market begins, please contact Service Master 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.

9.18 PRODUCT OUT OF SIGHT

All product must remain within the confines of leased space. 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. Security will enforce these terms. Once notified by security, if not corrected, product will be removed and stored until the end of market.

9.19 PHOTOGRAPHY

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 your Property and Tenant Relations Manager, Jennifer Rudisill at 336-888-3780 or email at **jrudisill@imcenters.com** for all photography requirements at least 48 hours in advance.

9.20 STUDIO PHOTOGRAPHY

In case of emergency during market, samples may be removed to a photography studio after 7 pm. They must be returned to the showroom before 8 am the next day. E-mail Jennifer Rudisill, Property and Tenant Relations Manager (**jrudisill@imcenters.com**) to make arrangements.

Note: Photography samples may be released if all bills due Commerce and Design have been paid.

13

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 IMC Building Authorization Pass (BAP). Please submit your plans by **January 21, 2022** to Sherrie Kruse, Administrative Assistant, **skruse@imcenters.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 IMC Tenant Improvements - Sherrie Kruse - at **skruse@imcenters.com**
- Obtain IMC approval
- Obtain City Permit(s), if applicable
- Obtain IMC Building Authorization Pass (BAP)

All construction must be completed before **Friday, March 11, 2022.**

11 SPACE/DISPLAY

11.1 FIRE DOORS/MATERIALS

- Fire doors and exit doors may not be blocked.
- 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 Commerce and Design.

11.2 SIGNAGE

- Signage may not be placed in any areas outside of your space or hung from overhead.
- No handwritten signage is allowed.

11.3 TEMPORARY LABOR

- Exhibitors who require assistance packing or unpacking must hire through a temporary labor agency:

  Procision Hire Resources 336-339-3650

  WorkForce Unlimited 336-882-0084

- Do not hire anyone already working or anyone off the street.
- Day workers must wear company logo'd T-Shirts.

12 ELECTRICAL REGULATIONS

- Metal halide fixtures and track lighting will be installed in the order they are requested.
- High wattage lighting brought to the Market by the exhibitor may not exceed 100 watts per fixture and must be approved by C&D 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. Excessive wattage use or repeated power failures will result in additional charges.
- Lamp displays are restricted to 40-watt bulbs.
- Under no circumstances shall anyone other than the IMC Maintenance Team make any electrical connections. All material and equipment furnished by IMC for this service order shall remain the property of IMC and shall be removed only by IMC personnel at the close of the Market.
- 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 IMC Maintenance Team. Overload protection to equipment must be made by the IMC Maintenance Team only.
- Electrical power for light and displays will be turned on prior to Market opening time and off at Market closing daily. Requests for special voltage must be received by C&D fifteen (15) days prior to the Market.
- During set-up of Market if there is an overload of electricity and a breaker is blown; the exhibitor will be charged $40 per outage, after the first incident.

13 SHIPPING, HANDLING, & RECEIVING

13.1 DOCK CONTACT INFORMATION

HPShippingWest@imcenters.com
Felicia Cranford - Market Logistics Coordinator
336-821-1535

13.2 SHIPPING AND SAMPLE MOVEMENT

Exhibitor shipments will be received at the C&D Loading Docks and placed at the exhibitor space upon delivery.

- Outgoing sample charges apply 6 weeks before market (February 18, 2022) Outbound Deadline Date: Friday, March 18, 2022. All outgoing shipments after this date will incur an additional $300.00 service fee. Inbound Deadline Date: Truck Login by 3:00pm Friday, March 25, 2022. All inbound shipments received after this date will incur an additional $300.00 service fee. All trucks must be checked in by 3 pm to receive same day service.

- 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 C&D logistics personnel.
- Late samples must be unpacked on the loading dock and moved to space by the exhibitor. Therefore 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 out at your space.

- SHIP TO:

Your Company Name
(Subtenant Name, If Any) Your Space #
C/O COMMERCE AND DESIGN
201 West Commerce Avenue
High Point, NC 27260

- All freight, customs charges and duties must be prepaid. C&D WILL NOT ACCEPT COLLECT SHIPMENTS.

- Please call the dock 336-888-3733 for trash pickup. Do not load freight elevators with debris.

13.3 INTERNATIONAL SHIPMENTS TO COMMERCE AND DESIGN

- All shipments of imported merchandise require Ultimate consignee ID numbers to be cleared by U.S. Customs & Border Protection. C&D 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 INCOMING PRODUCT

- All shipments must be accompanied by a manifest and bill of lading, which should be presented to C&D Logistics Supervisor on arrival. Personnel will be responsible for movement of samples from the truck to the space. IMC does not deliver UPS or FedEx packages to showrooms.
- Logistics staff will allow UPS & FedEx delivery drivers access to the C&D building but does not assume responsibility or liability for delivery of packages.
- C&D 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 C&D logistics personnel. If shipped with merchandise, please load so that RTA product/display materials will be unloaded first, followed by merchandise.
- C&D is not responsible for lost or damaged merchandise, or lost or misplaced UPS or FedEx packages.
- Users of Amazon Prime that ship packages via USPS to IMC properties may have to collect their merchandise from the local post office. IMC will pick up from the post office and place at your showroom for a $20 small package fee.

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 **hpshippingwest@imcenters.com** or at 336.821-1535 with any questions.

- Outgoing sample charges apply 6 weeks before market (February 18, 2022)
- Outbound Deadline Date: Friday, March 18, 2022. All outgoing shipments after this date will incur an additional **$300.00** service fee.
- Inbound Deadline Date: Truck Login by 3:00pm Friday, March 25, 2022. All inbound shipments received after this date will incur an additional **$300.00** service fee.
- All trucks must be checked in by 3pm to receive same day service.

FREIGHT RECEIVING/SHIPPING

All dock usage (inbound/outbound IMC Logistics or Tenant/3rd party) requires a dock notification.

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

$300.00 Additional fees for all inbound and outbound shipments received after the posted deadline dates.

INBOUND/MOVE-IN

STANDARD FLAT RATES

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

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
Under Minimum	$ 45.00	$ 38.00

- Discounted rates begins February 3 and ends March 3
- **10% off** published rates for full and half loads only during this time line
- After March 3 rates will not be discounted

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 UNLOAD

- Tenants are not required to use Market Logistics services, and may use any carrier or crew of their choice. IMC requires a self-unload fee of $199.00 per truck.
- We do ask that tenants provide their own equipment; however, borrowed equipment **(if available)** the tenant will be billed for equipment if not returned after 5 hours at $400 per flat carts and wooden trash bins, $125 per four-wheel dolly.
- IMC does require a debris fee of $199.00 per truck to dispose of the Tenants packing materials

POV'S

- 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 be available.

VEHICLES THAT QUALIFY AS POV:

Pickup

Sedan

SUV

Van

VEHICLES THAT DO NOT QUALIFY AS POV

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)

MARKET MOVE-IN

- Move out of product must be completed by March 18, 2022. All outbound shipments after March 18, 2022 will incur an additional $300 fee.
- Beginning 3 weeks prior to Market, outbound shipments will be scheduled after inbound freight to ensure all inbound product 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 5pm Wednesday, April 6, 2022.
- Freight outbound will start 8:00am Thursday, April 7, 2022.

GENERAL LABOR

Monday – Friday 8:00 a.m. – 5:00 p.m.	$ 27.00 hr./per person	
Before 8am, After 5pm & 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:

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

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, and transported. All items must be palletized with shrink wrap. IMC assumes no responsibility for damages.

SCHEDULING AND COORDINATION

All IMC services of receiving, loading out, and labor are required to schedule a dock notification at the following locations: Historic Market Square, C&D, National Building, Plaza Suites which can be scheduled via email at **hpshippingwest@imcenters.com** or by phone at 336-821-1535. Scheduling as far in advance as possible is encouraged.

- Due to the heavy volume of emails being received in the month of Market, please allow up to 24 hours for a response.
- Tenants are responsible for all dock notifications including those made by their carrier.

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 IMC for deliveries to your showroom.

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

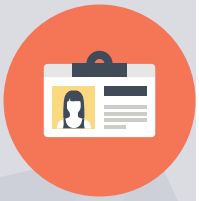
OUTBOUND SHIPMENTS

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

- Tenant or IMC Logistics loading out
- Requested date of pickup
- Loose piece or pallet count
- Completed Bill of Lading (IMC 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 **hpshippingwest@imcenters.com** with any questions or comments.

15 SECURITY GUIDELINES



- C&D will have perimeter security guard service beginning Monday, March 21, 2022, through the end of Market. Exhibitor is solely responsible for the security of its Exhibit and merchandise and is required under the C&D 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.
- C&D does not accept responsibility for merchandise shipped out via multiple carriers. If you are shipping via multiple carriers, please provide a list to C&D Property & Tenant Relations Manager, Jennifer Rudisill at **jrudisill@imcenters.com**.
- Be sure all cartons or crates are securely taped or banded. DO NOT label with content.
- Do not leave Exhibit unattended during set-up, market and dismantling period.
- Small electronic items (i.e. phones, iPod's, etc.) should be locked up or removed from the space each evening.
- Do not include merchandise, tools or other misc. items in containers to be stored with empties.
- Inventory all valuable items in your Exhibit by recording serial numbers and descriptions.

15.1 AFTER HOURS SECURITY PROCEDURES

We are happy to offer After Hours Security Coverage, to obtain Coverage please follow the guidelines below:

- Please reach out to your Property and Tenant Relations Manager, Jennifer Rudisill at 336-888-3780 or **jrudisill@imcenters.com** to arrange for the Additional Coverage.
- 24 hours notice required for all after hours security requests.
- Rates are $25.00 per hour with a minimum of 4 hours.

You will need to check in/sign in with IMC Security in the Security office of C&D upon your arrival for showroom access, lights turned on and AC if needed. Upon your departure please contact IMC Security, 336-888-3743 to notify them of your departure. Please remember that there will be no dock access during the extra security hours.

If you should need the Security Coverage canceled please reach out to Jennifer Rudisill 12 hours in advance.

16 C&D IMPORTANT CONTACTS

Contacts	Name	Telephone Number
Main Information	C&D	336-886-3743
C&D Dock	Shipping/Receiving	336-888-3733
Manager of Property and Tenant Relations	Jennifer Rudisill	336-888-3780
First Aid	Security	336-888-3719
Accounting	Angie Parsons	336-888-3736

17 FUTURE MARKET DATES

YEAR	SPRING	FALL
2022	April 2-6	October 22-26
2023	April 22-26	October 14-18
2024	April 13-17	October 26-30

18 HELPFUL MARKET CONTACTS

Temporary Labor (for your setup or showroom requirements):

ProCision Hire Resources 336-339-3650
Workforce Unlimited 336-882-0084

For additional chairs, tables, or other rentals:

Poythress Tents 336-841-7368

Caterers

Aramark
404-220-2265

Flowers Or Greenery

Nelson's Greenhouse 336-454-4427
Randy McManus Designs 336-691-0051
The Plant Shop 336-884-4100

Market Housing

Market Authority Housing
www.highpointmarket.org

Private Residences

High Point Furniture Market Services
336-259-7944

Holtzman Market Help
336-454-5892

19 MARKETING/PROMOTION

19.1 MARKETING ASSISTANCE

IMC 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. Please contact Renee Loper-Boyd for more information 336-888-3765, **rloper-boyd@imcenters.com**

19.2 MARKET PUBLICATIONS (REQUIRED)

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 pre-market planning guide for buyers. Contact Rhonda Jackson, **rjackson@imcenters.com**, 336-821-1509.

• **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. Contact Rhonda Jackson, **rjackson@imcenters.com**, 336-821-1509.

• **Pocket Directory** - Pocket-size directory listing all market exhibitors, important phone listings, and market events. Handy format! (Limited advertising space, contact Rhonda Jackson, **rjackson@imcenters.com**, 336-821-1509 for details.)

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, a subsidiary of High Point Market Authority.

20 PHONE AND INTERNET SERVICES

North State Communications handles all new phone installations, DSL, and relocations for exhibitors. Todd Messner can be reached by phone 336-821-4696 or email **todd.messner@nscom.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.

21 NOTES: