



EXHIBITOR MANUAL

April 2022



INTERNATIONAL
MARKET CENTERS

Revised 12/8/21

INTERNATIONAL HOME FURNISHINGS CENTER

An International Market Centers Company

209 S. Main Street • P.O. Box 828

High Point, NC 27262-0828

(336) 888-3700 • Fax (336) 882-6322

www.imchighpointmarket.com

TABLE OF CONTENTS

1. WELCOME.....	5
2. GENERAL INFORMATION & POLICIES.....	6
2.1 IMC 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 OPERATING 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

7.8	After Market	13
7.9	General Labor	14
7.10	Product Storage	14
7.11	Scheduling and Coordination	14
7.12	Inbound Shipments	14
7.13	Outbound Shipments	15
7.14	Dock Weekend Hours	15
7.15	Market Preparation	15
7.16	Incoming Shipments	15
7.17	Overseas Shipments	16
7.18	International Shipments to IHFC Showroom Space	16
7.19	Federal Express, UPS, Courier Deliver	16
7.20	Deliveries During Market	16
7.21	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.....	26
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.	NOTES.....	29

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

IMC 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 IMC 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 Spring 2022 Market will open on **Saturday, April 2** and close **Wednesday, April 6**. 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 on opening day.

Showroom Plans Due	January 21
Construction/Floor coverings Completed	February 25
Pre-Market	February 28-March 1
Paint/Wall coverings Completed	March 11

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

Outgoing Sample Charges apply 6 weeks before Market	February 18
Sample Removal Deadline (After deadline service fee applies)	March 18

Deadline for Merchandise delivered for **All Exhibitors:**

Truck Login by 3:00 p.m. (After deadline service fee applies)	March 25
Unpacking by 6:00 p.m. (After deadline service fee applies)	March 31

Feel free to 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 Deadra Weston or Jennifer Rudisill listed below :

FLOORS 1, 5 -12
 Deadra Weston
 Director of Property
 Management and Tenant
 Relations
 336-888-3740
 dweston@imcenters.com

FLOORS 2, 3, AND 4
 Jennifer Rudisill
 Manager of Property and
 Tenant Relations
 336-888-3780
 jrudisill@imcenters.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 official hours of the Market.

2.6 SMOKING POLICY

Please remember that IHFC is a non-smoking facility. Thank you!

3. YEAR ROUND OPERATING HOURS

3.1 OPERATING HOURS	BUILDING	LOADING DOCK
Between Markets	8:00am – 5:00pm	8:00am – 4:30pm
Market Preparation: Monday– Sunday beginning the second Monday before Market, March 21, 2022	7:00am – 6:00pm	7:00am – 8:00pm
Emergency Service Contact Reception at 336.888.3700	5:00pm – 11:00pm	NA
Monday - Friday before Market	7:00am – 7:00pm	6:30am – 8:00pm
Market	7:00am – 7:00pm	6:30am – 8:00pm

4. YEAR ROUND OPERATING CALENDAR



4.1 IMPORTANT DATES

January	Closed New Year’s Day Showroom plans due January 21
February	Closed President’s Day Pre Market February 28-March 1
March	Paint/wall coverings completed March 11, outgoing sample removal deadline Friday, March 18, and truck login for in bound by 3:00 pm Friday, March 25. After March 25, 3:00 pm, a \$300 service fee will incur per occurrence.
April	Market April 2-6
May	Closed for Memorial Day
June	
July	Closed Independence Day
August	Showroom plans due August 26
September	Closed Labor Day, Pre Market September 12-13, Construction /Floor coverings completed September 16, paint/wall coverings September 30.
October	Outgoing sample removal deadline October 7 and truck login for in bound by 3:00 pm Friday, October 14. After Friday, October 14, 3:00 pm, a \$300 service fee will incur per occurrence. Market October 22-26

November	Closed Thanksgiving Day and Friday after Thanksgiving
December	Closed Christmas Eve and Day

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 Deadra Weston or Jennifer Rudisill at the IHFC fax number of 336-889-2329 or email at dweston@imcenters.com or jrudisill@imcenters.com.

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.

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5.2 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.

5.3 PASSES

All passes must be requested in advance. For registration assistance please email registration@imcenters.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 liquor, soft drinks, calculators, briefcases, purses, telephones, fax machines, tools, etc. in a floor-to-ceiling closet secured by a dead-bolt lock
- Notify Security to have your space locked when you leave (336-888-3719)
- Restrict distribution of showroom keys

6.1 DAY WORKERS

Exhibitor day workers must be signed in at the Commerce Lobby where wristbands are issued. 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. Cost is \$125.00 per lock; \$15.00 per key. Locks and keys are ordered exclusively through IHFC Security. You will receive an invoice once the keys are on site. Due to the Medeco manufacturing process, a 14 business day notice is required for key orders for existing locks only. To place a key order please send your request to the following and we will email you a form to be completed and returned by email.

FLOORS 1, 5 -12
 Deadra Weston
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 dweston@imcenters.com

FLOORS 2, 3, AND 4
 Jennifer Rudisill
 Manager of Property and
 Tenant Relations
 336-888-3780
 jrudisill@imcenters.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. Please feel free to contact us via email at hpshippingeast@imcenters.com or at 336.888.3765 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.

7.2 FREIGHT RECEIVING/SHIPPING

- All dock usage (inbound/outbound IMC Logistics or Tenant/3rd party) requires a dock appointment at all buildings. Please contact us at hpshippingeast@imcenters.com or 336-888-3765 with a minimum 24 hour notice. Scheduling as far in advance as possible is encouraged.
- 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.

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 Under	\$ 105.00	\$ 95.00
Minimum	\$45.00	\$38.00

- Discounted rates begin February 2 and ends March 2
- **10% off published rates for full and half loads only during this time line**
- All items must be inside showroom by March 2
- After March 2 rates will not be discounted

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 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 \$600 per flat carts and wooden trash bins, \$175 per four-wheel dolly.
- IMC does require a debris fee of \$199.00 per truck to dispose of the Tenants packing materials

7.6 POV'S

- POV's are defined as cars, pickup trucks, vans, and other trucks primarily designed for passenger use, not cargo or freight. Vehicles that do not qualify for this service must make a dock notification.
- 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.
- No charge for POV's that need no equipment.

7.6.1 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 **March 18, 2022**. All outbound shipments after **March 25, 2022** will incur an additional \$300 service fee.
- Beginning 3 weeks prior to Market, outbound shipments will be scheduled after inbound freight to ensure all inbound product has priority.

7.8 AFTER MARKET

- Please note that packing, and other move out activities may not begin until 5pm on the closing day of Market.
- All properties POV pick-ups allowed after **5pm Wednesday, April 6, 2022**.
- Freight outbound will start **8:00am Thursday, April 7, 2022**.

7.9 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)

7.10 PRODUCT STORAGE

- IMC 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. IMC assumes no responsibility for damages. We will handle all product with care.

7.11 SCHEDULING AND COORDINATION

All IMC services of receiving, loading out, and labor are required to schedule a dock appointment at all buildings which can be scheduled via email at hpshippingeast@imcenters.com or by phone at 336-888-3765. 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.

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 IMC 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 IMC for shipments leaving your showroom.

- Tenant or ML loading out
- Requested date of pickup
- Loose piece or pallet count
- Completed Bill of Lading (ML 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@imcenters.com for appointment needs, questions or comments.



7.14 DOCK WEEKEND HOURS

The docks are open the weekend before Market, Saturday and Sunday, 7:00am – 8:00pm. Trucks must be logged in before 3:00pm. All trucks are unloaded on appointment basis. Incoming samples receive priority. Please email us at hpshippingeast@imcenters.com for appointment needs, questions or comments.

7.15 MARKET PREPARATION

Days	Hours
Monday – Sunday (7 days), beginning Monday, March 21, before market	7:00am – 6:00pm
Monday - Friday (5 days), beginning Monday, March 28, prior to market	6:30am - 8:30pm
Market	6:30am - 8:30pm

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
- Ship Prepaid. It is our policy not to accept freight collect shipments.
- Packing: All product should be appropriately packed, IMC assumes 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 IMC 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 IMC personnel.

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.

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 deliver the merchandise to the showroom after 7:00pm or before 8:00am daily.

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 336.888.3765 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 showrooms 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 March 18, 2022, incoming product is given priority to prepare for Market, therefore any samples re-moved after this deadline will be charged a \$300 per incident service 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 the loading dock for a trash box; 336.888.3765. 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 10:00pm Friday night prior to Market opening. This is to allow for the final cleaning of the building.

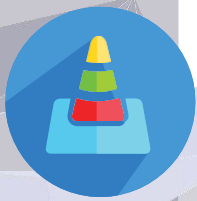
8.2 UTILITIES DURING SHOWROOM SETUP

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 Deadra Weston or Jennifer Rudisill regarding cost for your specific space.

FLOORS 1, 5 -12
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 jrudisill@imcenters.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 would like to offer you our Preferred Vendors list for your reference. 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 IMC to build in

our Assets. 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)/IMC, 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

BUILDING 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
Suburban Construction	Mark Silver	(o) 336-841-3994 (f) 336-882-6020	PO Box 6234 High Point, NC	mark.silver@suburbanconstructioncompany.com
Varner Company	Chet Varner	(o) 336-431-1612 (f) 336-861-3375	2101 Shore St. High Point, NC 27263	jwiley@varnercompanyinc.com
Williard-Stewart, Inc	Cliff Simmons & Jim Stewart	(o) 336-882-2500 (f) 336-885-4270	449 S. Wrenn St. High Point, NC 27260	jstewart@northstate.net or csimmons@northstate.net
RPM Partners	Andrew Wells	(o) 336-996-2000	1314 E. Mountain St. Kernersville, NC 27284	andrew.wells@rpmpartnersinc.com

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

9.3 SHOWROOM PLANS

Submit plans to the Tenant Improvement Department 10 weeks prior to Market to Sherrie Kruse, skruse@imcenters.com by January 21, 2022. 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 IMC building authorization pass, even if city permit is not required.

9.4 IHFC BUILDING AUTHORIZATION PASSES

Any showroom modifications require an IMC Building Authorization Pass (BAP).

To expedite showroom construction, follow these easy steps:

- Submit showroom plans to IHFC Tenant Improvements – Sherrie Kruse – at skruse@imcenters.com
- Obtain IMC approval
- Obtain City Permit(s), if applicable
- Obtain IMC 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/painting and floor covering installation) must be completed by February 25, 2022.

Painting, wallpaper, and exterior signage must be completed by March 11, 2022.

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 are 7:00am – 4:30pm, weekdays between Markets.

Exception: With prior approval, crews working all day may continue until 8:00pm when supervised by showroom manager. Weekends: Contact Tenant Improvement Department Sherrie Kruse at 336-821-1505 or skruse@imcenters.com, 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

Mail or fax 336-889-2329 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 IMC 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 by IHFC Operations departments. Submit front elevations plans with signage specifications to the Operations Department 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 TRM. Please submit your request to your TRM/Operations department for approval.

FLOORS 1, 5 -12
Deadra Weston
Director of Property
Management and Tenant
Relations
336-888-3740
dweston@imcenters.com

FLOORS 2, 3, AND 4
Jennifer Rudisill
Manager of Property and
Tenant Relations
336-888-3780
jrudisill@imcenters.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 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.
- 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, varsol touch-up kits, paint thinners, paint rags, etc. may not be stored in 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 is not allowed during demolition and construction. The dust travels through the ductwork and creates major housekeeping problems for neighboring showrooms.

9.21 TELEPHONE INSTALLATIONS

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@nscm.com. 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 used in the full time capacity all year long.

9.22 INTERNET SERVICES

DSL services are offered through North State. Please reach out to Todd Messner 336-821-4696 or email todd.messner@nscm.com. 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 3:00pm on Friday before Market opening to allow for final housekeeping and Market preparations.**

10.2 DURING MARKET

In space photography may be scheduled after 7:00pm. E-mail Deadra Weston, dweston@imcenters.com, or Jennifer Rudisill jrudisill@imcenters.com before 3:00pm 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

In case of emergency, samples may be removed to a photography studio after 7:00pm. They must be returned to the showroom before 7:00am the next day. E-mail Deadra Weston, dweston@imcenters.com, or Jennifer Rudisill, jrudisill@imcenters.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, 9:00am to 4:00pm, 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@imcenters.com or faxed to the IHFC Dock Coordinator at 336.888.3767 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 with your IHFC TRM, Deadra Weston or Jennifer Rudisill, 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. The following areas are checked three times per day:

- Reception Area: empty waste cans and pick up litter
- Office Area: empty waste cans

For food service areas, Exhibitor must call the dock for trash pickup at 336.888.3765. Large trash containers: Exhibitors must call the Dock for pickup at 336.888.3765. Toters are returned to space upon emptying. Exhibitor is responsible for supplying liners for showroom waste cans, kitchen, and large trashcans.

11.1 NIGHT CLEANING

Exhibitors may contract with an outside janitorial firm for deep cleaning of showrooms. Night cleaning is permitted between 7:00pm – 11:00pm. Exhibitors should send an email to dweston@imcenters.com or jrudisill@imcenters.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, 9:00am – 4:00pm, 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 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, IMC 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@imcenters.com or 336-821-1509.

• Web Site: www.imchighpointmarket.com

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

- Link to Registration.
- Hyper-link to IMC'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

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. For more details, call Show Care: **866-267-2107**.

13. FUTURE MARKET DATES

YEAR	SPRING	FALL
2022	April 2-6	October 22-26
2023	April 22-26	October 14-18



