



C&D

commerce and design

Exhibitor Manual October 2024

C&D

201 W. Commerce Avenue
High Point, NC 27260

(336) 888-3743 | Fax (336) 888-3789

andmore.com

ANDMC AT HIGH POINT MARKET **RE**

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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 Tradeshow Operations Manager or myself. We are dedicated to partnering with you to provide the most efficient, effective and compelling market for you and your customers.

We look forward to our shared success.

A handwritten signature in black ink, appearing to be 'Jon Pertchik'.

Jon Pertchik
Chief Executive Officer
ANDMORE

2. GENERAL INFORMATION & POLICIES

2.1 ANDMORE MISSION

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

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/ANDMORE Guidelines and policies.
- C&D maintains a list of service firms who have the proper insurance. Please contact Heather Chadwell, Property and Tenant Relations Manager, for a copy of the ANDMORE Preferred Vendors List.
- Call 336-821-1544 or email Hchadwell@andmore.com

2.3 EXIBITOR 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 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.

2.4 MARKET STAFFING

Showrooms must be staffed during official hours of the Market.

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, October 22, 2024**. If you have any questions about your account, please contact Sheila Hirsch at 1.702.599.3318 / shirsch@andmore.com or David Cone at dcone@andmore.com.

2.7 ABC PERMITS FOR SERVING ALCOHOL

If you are planning to serve liquor in your showroom during the upcoming October 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 Heather Chadwell, Property and Tenant Relations Manager at HChadwell@andmore.com.

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@andmore.com so that one can be assigned to you.

Follow the prompts to completely fill out the form.

- Only when you have completed the roster, click "**Register Selected Attendees**".
- Last day for U.S. exhibitors to register and have passes mailed: [October 11, 2024](#)
- Last day for international exhibitors to register and have passes mailed: [October 4, 2024](#)
*No Badges will be printed after mailing dates, October 4 & 11, until Onsite Registration opens.
- Onsite registration opening: [October 24, 2024](#)
- Online registration will remain open throughout Market week for exhibitors only (no other badge types)- bring your bar code confirmation (printed or on your smartphone) and photo ID to have your passes printed at a registration desk in your building.

2.9 CONTRACTOR AND 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. ANDMORE still requires a service pass list to be completed for all permanent and temporary staff. Please email TRM, Heather Chadwell, jrudisill@andmore.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 Saturday before Market	See page 10	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 2024

January	Closed New Year’s Day, Closed Martin Luther King, Jr., Day
February	Closed President’s Day
March	Pre-Market March 11-12; C&D 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; C&D 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	
July	Closed Independence Day
August	
September	Closed Labor Day / Pre-Market: September 23-24
October	C&D 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 \$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	October 12	Dock Closed Building Hours: 8:00am - 5:00pm
Sunday	October 13	Dock Closed Building Hours: 8:00am - 5:00pm
Monday-Thursday	October 14-17	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.	October 18	Dock Hours: 8:00am - 5:00pm Building Hours: 8:00am -12:00am
Saturday	October 19	Dock Hours: 8:00am - 3:00pm Building Hours: 8:00am - 12:00am
Sunday	October 20	Dock Hours: 8:00am-3:00pm Building Hours: 8:00am -12:00am
Monday-Wednesday	October 21-23	Dock Hours: 8:00am-5:00pm Building Hours: open 24 hours
SET UP ONLY Thursday	October 24	Dock Closed Building Hours: open 24 hours
SET UP ONLY Friday	October 25	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 pg. 21, Scheduling and Coordination, for details.

6. MARKET DATES & HOURS

Saturday-Tuesday	October 26-29	Market Building Hours: 7:00am-7:00pm Housekeeping: 24 hours Security: 24 hours
Wednesday	October 30	Building Hours: 8:00am-5:00pm (Open to Buyers) 3:00pm - 5:00pm (Exhibitor Breakdown)

7. MOVE OUT

Date	Date	Building Hours	Dock Hours
Thursday	October 31	7:00am - 7:00pm	8:00am - 4:30pm
Friday	November 1	7:00am - 7:00pm	8:00am - 4:30pm
Saturday	November 2	Closed	Closed
Sunday	November 3	Closed	Closed
Monday-Friday	November 4-8	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, October 30, 2024 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, November 5, 2024. 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 Wednesday, 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. All deliveries made after 3pm on October 11th, will incur a \$300 after deadline fee.

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.

9.4 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 Heather Chadwell, TRM, at HChadwell@andmore.com.

9.5 INDIVIDUAL SAMPLES SOLD

Individual samples sold **may not** be removed from C&D 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 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 main entrance and be issued a wristband if they are not wearing company logo attire. Workers must be signed in by the exhibitor. For breakdown on **Wednesday, October 30**, workers are allowed in the building from 3:00pm - 5:00pm, and must come in and out through the main entrance. Workers contracted by C&D for drayage from the dock to individual spaces should not be tipped. Tipping is not allowed on any ANDMORE 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

Off market - the loading dock is open 8:00am-noon / 1:00pm-4:30pm. Please refer to page 10 of the C&D exhibitor manual for all move-in and setup 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 ANDMORE Property other than your booth space. No handouts can be distributed outside of your booth on any ANDMORE 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, October 11, 2024. Please email Heather Chadwell at HChadwell@andmore.com and dock office at hpshippingwest@andmore.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, Heather Chadwell at 336-821-1544 or email at HChadwell@andmore.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 Heather Chadwell, Property and Tenant Relations Manager (HChadwell@andmore.com) to make arrangements.

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

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 **August 16, 2024** to Sherrie Kruse, Administrative Assistant at 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 **September 20, 2024**.

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

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 Heather Chadwell at HChadwell@andmore.com for review prior to installation. Exhibitors are responsible for installation and repairs to exterior signage. The following signs are strictly prohibited: Exterior lit signs, including neon and hand written signs.

11.3 TEMPORARY LABOR

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

- Workforce Unlimited 336-823-1285
- Graham Personnel 336-897-2161
- The Bradley Group 336-688-2673
- Do not hire anyone already working or anyone off the street.
- Day workers must wear wristbands or company logo'd T-Shirts.
- All temporary workers must enter through the main entrance. Workers must be signed in by the tenant.

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 ANDMORE Maintenance Team make any electrical connections. All material and equipment furnished by ANDMORE for this service order shall remain the property of ANDMORE and shall be removed only by ANDMORE 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 ANDMORE Maintenance Team. Overload protection to equipment must be made by the ANDMORE 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@andmore.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 removal deadline is October 11, 2024. All outgoing shipments after this date will incur a **\$300.00** after deadline fee.
- Inbound Deadline Date: Truck Login **by 3:00pm**, Friday, October 18, 2024. All inbound shipments received after this date will incur an additional \$300.00 fee.
- Product arriving on pallets or oversized crates that require to be broken down on the dock and then taken to the space will incur additional fees.
- 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.
- 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 charges.
 - Shipments that miss its arrival 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 charges may apply. No Show/Cancellation charges: \$185-\$375 depending on load characteristics.

- 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 C&D



- 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 SAMPLES

- 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. ANDMORE 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 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.

13.5 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@andmore.com or at 336.821-1535 with any questions.

- Outgoing sample removal deadline is October 11, 2024.
- Inbound Deadline Date: Truck Login **by 3:00pm**, Friday, October 18, 2024. All inbound shipments received after this date will incur an additional **\$300.00** fee.



14. FREIGHT RECEIVING/SHIPPING

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

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

\$300.00 After deadline 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 Suite.

<u>Size of Shipment</u>	<u>Loose Rate</u>	<u>Palletized Rate</u>
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 August 29th and ends September 26th
- **10% off** published rates for full and half loads only during this timeline
- After September 26th rates will not be discounted
- Tenant self load / unload fee \$199 per truck

14.1 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 requires a self-load/unload fee of \$199.00 per truck.
- We do ask that tenants provide their own equipment; however, borrowed equipment (**if available**) will bill the Tenant for equipment if not returned after 5 hours at \$400 per flat carts and wooden trash bins, \$125 per four-wheel dolly.
- ANDMORE 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:



VEHICLES THAT DO NOT QUALIFY AS POV:



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 October 11, 2024. All outbound shipments after October 11, 2024 will incur an additional \$300 after deadline 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, October 30, 2024.
- Freight outbound will start 8:00am Thursday, October 31, 2024.

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. ANDMORE assumes no responsibility for damages.

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>

We are excited to provide you with this new application and look forward to providing best in class service to you, our tenant.

INBOUND SHIPMENTS

Please provide the following information to effectively schedule your shipment:
(please be aware the consignee should never be listed as your building nor 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

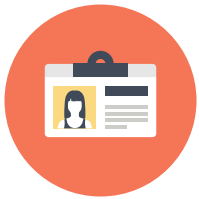
Please provide the following information to effectively schedule your shipment. Please be aware the shipper should never be listed as your building or ANDMORE for shipments leaving your showroom.

- 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 hpshippingwest@andmore.com with any questions or comments.

15. SECURITY GUIDELINES



- C&D will have perimeter security guard service beginning Monday, October 14, 2024 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, Heather Chadwell at HChadwell@andmore.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

After Hours Request - please email your Property & Tenant Relations Manager, Heather Chadwell at HChadwell@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 there is no dock access available during after hour coverage. **If you need to cancel your request, a 12 hour notice is required.**

You will need to check in/sign in with ANDMORE 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 ANDMORE Security, **336-888-3743** to notify them of your departure. *Please remember that there will be no dock access during the extra security hours.*

16. C&D IMPORTANT CONTACTS

Contacts	Name	Telephone Number
Main Information	C&D	336-886-3743
C&D Dock	Shipping/Receiving	336-888-3733
Property and Tenant Relations Manager	Heather Chadwell	336-821-1544
First Aid	Security	336-888-3719
Accounting	Sheila Hirsch	702-599-3318

17. FUTURE MARKET DATES

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

18. HELPFUL MARKET CONTACTS



Temporary Labor (for your setup or showroom requirements):

Workforce Unlimited 336-823-1285

Graham Personnel 336-897-2161

The Bradley Group 336-688-2673

For additional chairs, tables, or other rentals:

Poythress Tents 336-446-0434

Caterers

Aramark

919-695-6090

Flowers Or Greenery

Nelson's Greenhouse 336-454-4427

Grassy Knoll 336-889-3866

Just Priceless 336-883-6249

Market Housing

Market Authority Housing

www.highpointmarket.org

Private Residences

High Point Furniture Market Services 336-259-7944

Patti Holtzman Market Rentals 336-454-5892

Travel Quest 336-434-3867

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. Please contact Renee Loper-Boyd for more information 336-888-3765, rloper-boyd@andmore.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@andmore.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@andmore.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@andmore.com, 336-821-1509 for details.)

19.3 HIGH POINT MARKET AUTHORITY BUYER REGISTRATION SOFTWARE

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

20. PHONE AND INTERNET SERVICES

Lumos Networks *formerly 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.

