

## DIRECT-BILLED CONTRACT ORDERS

- Groupe Lacasse LLC, dba Neocase bills Contract Using Agency -

### DEALER INVOLVEMENT:

- Authorized Dealers are responsible for contract-related services, including, but not limited to the following:
  - Project management
  - Sales quotes / project specifications
  - Design & space planning / site visits
  - Coordination of delivery & installation
  - After-sales service, as required
- If Contract Using Agency does not have an Authorized Dealer already in contact, and they need a sales quote, that Using Agency can contact Groupe Lacasse directly:
  - To find an Authorized Dealer that can quote and service our product, or
  - To ensure that a dealer with whom they are in contact is authorized to quote and service Groupe Lacasse products on contract.
- Contract Using Agencies are to send orders and payments directly to Groupe Lacasse LLC. Our Authorized Dealers are not authorized to receive orders and payments.
  - See next page for more details.

### DESIGN:

- Groupe Lacasse LLC strongly recommends that an Authorized Dealer verify that the furniture ordered by a contract using agency will fit in the space allotted to it, and meet the needs of the project (budgetary, esthetic, practical, ADA, etc.).

### DELIVERY:

- Groupe Lacasse LLC will ship to the warehouse of an Authorized Dealer. The Dealer is responsible for shipment of goods to site of project. This is for several reasons, including but not limited to liability, financial efficiency (avoidance of extra LTL charges and other charges), and operational efficiency (our drivers do not unload product).
  - Exceptions will be considered, upon request, on a case-by-case basis.
    - Proper receiving facilities, equipment and personnel must be available.
      - Site must be able to accommodate a 53-foot trailer.
      - Our drivers do not unload product. Unloading and placement of product is the responsibility of the Dealer. The Dealer must ensure that someone is available and equipped to unload the product at time of delivery.

### INSTALLATION:

- The Authorized Dealer is responsible for installation of goods. Subcontractors may be used at the dealer's discretion.

\*\*\* SEE NEXT PAGE FOR ORDER ENTRY INSTRUCTIONS \*\*\*

## ORDER FROM AGENCY:

### Preparing the PO:

- The Contract Using Agency must make their PO out directly to Groupe Lacasse LLC c/o the Authorized Dealer.
  - Our Authorized Dealers are not authorized to receive orders and payments directly.
  - However, the Authorized Dealer is responsible for the accuracy of the Project Specification upon which the PO will be based.
- The PO must be clearly identified as a Contract Order. The Contract Number must be clearly noted on the PO.
- The Contract Using Agency must clearly note their contact information, including phone # and fax #.
- The Contract Using Agency must clearly indicate their billing address and shipping address.
  - When the Dealer sends their proposal to Groupe Lacasse LLC, the shipping address must be changed to indicate the Dealer's warehouse, unless an exception has been authorized. See previous page for more details.

### Sending the PO:

- The Contract Using Agency should send the PO to the Authorized Dealer, but they may send it directly to Groupe Lacasse LLC if they have no choice, as is the case with some online ordering systems.
  - Although the PO is made out to Groupe Lacasse LLC, c/o the Authorized Dealer, the Authorized Dealer should receive the PO to ensure that the PO accurately reflects their Project Specification, for which they are responsible.
- If the Contract Using Agency sends their PO to the Authorized Dealer, the Dealer will review it for accuracy, and forward to Groupe Lacasse LLC, along with a copy of their Proposal.
- If the Contract Using Agency sends their PO to Groupe Lacasse LLC directly, they must clearly indicate who the Authorized Dealer is, so we can contact them to ensure accuracy of project specification, based upon their Proposal.

## PROPOSAL FROM AUTHORIZED DEALER:

- Upon reception of Contract Using Agency's PO, the Authorized Dealer must send their Sales Proposal (aka Sales Quote, Project Specification) to Groupe Lacasse LLC, to accompany to PO.
- The shipping address must be changed to indicate the Dealer's warehouse, unless an exception has been authorized.
  - See previous page for more details.
- The order must be clearly identified as a Contract Order. The Contract Number must be clearly indicated on the Proposal. The Proposal must include the following:
  - The net total for the product being ordered by the Contract Using Agency
  - One (1) line item for design fees, if applicable
  - One (1) line item for installation fees, if applicable
    - Groupe Lacasse LLC will bill the Contract Using Agency for Design & Installation fees. We will then forward these fees to the Authorized Dealer along with their Dealer Participation Fee.



**GROUPE LACASSE LLC WILL PROCESS A PO UPON RECEPTION OF  
(1) THE PO FROM THE CONTRACT USING AGENCY, AND  
(2) THE PROPOSAL FROM THE AUTHORIZED DEALER.**

Groupe Lacasse LLC strongly recommends that the Authorized Dealer send in both the Contract Using Agency's PO and the Dealer Proposal at the same time, in order to avoid confusion.

Groupe Lacasse LLC reserves the right to refuse a purchase order that does not meet these conditions or our standard conditions for commercial accounts which may also apply.

**FOLLOW UP:**

- Please note that Groupe Lacasse LLC processes all direct-billed Contract Orders using the PO number issued by the Contract Using Agency.
  - If you have questions or concerns about a direct-billed Contract Order, please refer to the PO number issued by the Contract Using Agency.

**ACKNOWLEDGEMENT:**

- Groupe Lacasse LLC will send the order acknowledgement to the Authorized Dealer. It is the Dealer's responsibility to verify the order acknowledgement for accuracy.

**CONTACT INFO FOR DIRECT-BILLED CONTRACT PURCHASE ORDERS:**

GROUPE LACASSE LLC, dba NEOCASE  
Attn: Laura Brown  
P.O. Box 129  
Clemmons, NC 27012

Ph: 336-778-2098 / Fax: 336-778-9102  
Email: [Laura.Brown@groupelacasse.com](mailto:Laura.Brown@groupelacasse.com)

**REMITTANCE ADDRESS:**

Groupe Lacasse LLC  
21553 Network Place  
Chicago, IL 60673-1219