MEMO

DATE: August 29, 2016
TO: Groupe Lacasse Sales Representatives and Valued Dealers
FROM: Geneviève Pellerin, Product Manager - Seating
SUBJECT: **Procedures for C.O.M. and Graded-In Upholstery Programs**

Please take a moment to read through the **updated detailed procedures concerning Groupe Lacasse's C.O.M. and Graded-In upholstery programs**.

Steps to successfully complete a C.O.M. process from beginning to end

1- Consult the **Non-Standard Upholstery Log** to first check if the upholstery has already been tested.
If the selected upholstery has been **tested and approved**, **submit your PO**.
Otherwise, proceed to Step 2.

2- **Send your C.O.M. form** to the following email address: **COM-Info@groupelacasse.com**;

3- Next, **ship one (1) yard** of the selected upholstery to one of the following addresses depending on the product for which the upholstery will need to be tested on:

For Affinity, Brylee, FreeStyle, Onyx, Saggio, Savvy and Sensato seating:
Attention: C.O.M. Testing
Bruce Seating Plant
316 South Pontotoc Road
Bruce, MS 38919
USA

For all other United Chair and Arold products:
Attention: C.O.M. Testing
Groupe Lacasse
185 Saint-Pierre
Saint-Pie, QC J0H 1W0
Canada

4- Allow a maximum of 48 hours*, after the fabric is received, for a Groupe Lacasse Customer Care representative to get back to you with the test results.

5- If test results are conclusive, you can then submit your PO!

Note: Upon reception of the entire quantity of upholstery that is required to process the order, a lead time will then be communicated.

** A maximum of 48 hours is needed based on the assumption that the upholstery has been shipped to the correct address (as indicated above) along with a completed and accurate C.O.M. form.*

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Steps to successfully complete a GRADED-IN process from beginning to end

1- **Select** the upholstery of your choice from the **Upholstery Selection Guides**.
(Note: The Upholstery Selection Guides are found under the ***Document*** **tab** of all Arold or United Chair branded seating collections on **www.groupelacasse.com**).
2- **You can then submit your PO!**

Note: Depending on the upholstery's availability and/or the manufacturer's inventory, a longer lead time may apply and it will readily be communicated by a Groupe Lacasse Customer Care representative.

Finally, please note that we have made some **terminology changes** to the current Upholstery Selection Guides:

- *Standard* Collections will still be called **Standard Collections**;
- *Graded-In Collections* are now called **Carded Collections**;
- *Groupe Lacasse Upholstery Program* is now called **Graded-In Program**;
- **C.O.M. / C.O.L. / C.O.V.** terminology remain the same.

	Carded	Pre-Approved	In Stock	Warranty
Standard Collections	Yes	Yes	Yes	5 Years
Carded Collections	Yes	Yes	No	5 Years
Graded-In Program	No	Yes	No	No
C.O.M. / C.O.L. / C.O.V.	No	No	No	No

The revised United Chair Upholstery Selection Guide can be downloaded now, **click here**.
The revised Arold Upholstery Selection Guide can also be downloaded, **click here**.
To download a copy of the C.O.M. form, **click here**.
The Non-Standard Upholstery Log is available for download, **click here**.

For additional information on the updated **procedures for C.O.M. and Graded-In Upholstery Programs**, please contact one of our dedicated Groupe Lacasse Customer Care representatives.

Thank you for your continued support,

GROUPE LACASSE
PRODUCT MARKETING DEPARTMENT