

Delivery Exceptions Handling Procedures

Although Acuity Brands' terms and conditions of sale provide that claims for damages or shortages in transit are the responsibility of purchaser, Acuity Brands is willing to assist you with such claims in accordance with the following procedure:

1. When you receive a shipment, inspect for damage and count the packages for overage or shortage in the presence of the driver. Be sure to verify the number of pieces and not just the number of pallets. Any discrepancy must be clearly noted on the carrier's delivery receipt prior to signing for the items.
2. Fax or email a copy of the delivery receipt and Loss & Damage Credit Request Form to Acuity Brands Lighting. Fax number is 1-866-211-1916 and email is Freightclaims@acuitybrands.com.
3. Retain any damaged or over-shipments for a reasonable period of time to allow the carrier or Acuity Brands Lighting to inspect and salvage the product. Acuity Brands Lighting will notify you when and how product should be disposed.

When a situation arises with concealed damages, Acuity Brands must be notified within 10 business days. As the length of time increases between delivery and discovery of concealed damage, it becomes increasingly more difficult to determine that damage occurred prior to receipt.

In cases where a shortage occurs, Acuity Brands will search our Distribution Centers and the carrier their terminals so that we may minimize the time to deliver your product.

As you would expect, we will decline credit requests that lack credibility or the requested documentation. Our experience has shown that when a shipment is inspected and counted in the presence of the delivering carrier's driver and noted on the delivery receipt before signing for the goods, the credit and claims process operates very smoothly. In those cases where a delivery inspection does not occur or issues are not documented on the delivery receipt, the credit authorization process is slowed and issuing of credits is limited. A help list is included on the Loss & Damage Credit Request Form to point out the issues that should be considered when receiving and accounting for shipments.



Loss and Damage Credit Request Form

1400 Lester Road, Conyers, GA 30012

Attn: Freight Claims

Fax: 1-866-211-1916

E-mail: Freightclaims@acuitybrands.com

Date:	
PO Number:	
Acuity Order Number:	
Carrier:	
Carrier Pro Number:	

Credit Request Filed For:

- Visual Damage
 Concealed Damage
 Shortage

Damaged/Lost Quantity	CI Code	Product Description	Nature and Extent of Damage/Loss

Please Print	
Preparer's Name:	
Company Name:	
Telephone Number:	
E-mail Address:	
Contact name at delivery site:	
Contact number at delivery site:	

Upon completion, please fax this form along with a copy of the Delivery Receipt to 1-866-211-1916.

Procedures for Handling Delivery Exceptions

- Inspect for overage, shortage or damage in the presence of the driver. Note any delivery exception on the delivery receipt before signing.
- Shipping documents contain the piece count of the shipment. The person receiving the shipment must verify the quantity of packages delivered with the quantity on the delivery receipt. The pallet count is not an indication of the number of fixtures that are received.
- Carton damage may not indicate product damage. Verify material is actually damaged before signing for the shipment.
- Notations such as “subject to count and inspection” are not valid reference to base a claim upon. OS&D credits will not be issued with this type of notice.
- Shipping damage and overage must be retained by the customer for a reasonable time for inspection and salvage by Acuity Brands or the carrier.
- Customers may fax or email the credit request form with the delivery receipt to start the claims process. Fax number is 1-866-211-1916 and email is Freightclaims@acuitybrands.com.

Credit Request Form Instructions

Date:	Date Credit Request Form is completed
PO Number:	Customer’s Order number/reference
Acuity Order Number:	Acuity Brands Order number for delivery that contained damaged or missing items. Acuity Order Number can be found on the delivery receipt provided by the carrier at the time of delivery. It will be in the following format: 125-86755A-02 or 125-56732X-01.
Carrier:	The Trucking Company that delivered the items that were damaged or missing.
Carrier Pro Number:	The identification number the carrier assigns for the delivery. It can be found on the delivery receipt provided by the carrier at the time of delivery.
Credit Filed For:	Select the box that identifies the reason for the credit request.
Damaged/Lost Qty:	Enter the number of items damaged or missing.
CI Code:	This is the Acuity Brands product identification number. Enter the CI Code for the damaged or missing items. The number can be located on the shipment packing list and is in the following format: 196907.
Product Description:	This is the product classification number. The reference number can be found on the delivery receipt and is in the following format: TC 232 120 ¼ OSIS.
Nature and Extent Of Damage/Loss:	Identify specifically what damage is associated with the product. For example, “lens broken”. For missing items, noting “missing” is all that is required.
Preparer’s Name:	Individual that Acuity Brands can contact in regards to the Credit Request.
Company Name:	Company that is issuing the credit request.
Phone Number:	Phone Number where Acuity Brands can reach the preparer.
Email Address:	Email address of the preparer.
Preparer’s Signature:	Signature of the individual preparing the credit request.
Receiver’s Name:	Contact person at the customer location or jobsite who can be reached in the event of scheduling a pick up or inspection
Receiver’s Phone:	Phone Number where Acuity Brands or the carrier can reach the receiver.