

# ARCHITECTURAL

## HOW ARE CUSTOM COLORS ORDERED AND MATCHED?

The following procedure has been developed to expedite matching of custom colors for Lithonia Lighting® and Gotham® products.

**Step One:** Submit a quote request for item requiring a custom color.

**Step Two:** Place order, being sure to include **Custom Color** and appropriate **quote number** on the order line. (Order lines without a valid quote number will not be processed.)

**Step Three:** Obtain color chip. Customer must supply two chips, minimum 2" x 2" each, for matching. The sample must be the actual finish applied to a metal surface to prevent mixture variations caused by inconsistent substrate material.

**Step Four:** Send Custom Color Order Submittal Form\* and color chip samples to your Customer Care Representative on the same day you place an order for a custom color product. Mark your package **CUSTOM COLOR SAMPLES**. Send chips to one of the following:

### **Customer Care East**

Acuity Brands Lighting  
Attn: Customer Care Representative  
1400 Lester Road  
Conyers, GA 30012  
Phone: 800-705-7378  
Fax: 770-922-1841

### **Customer Care West**

Acuity Brands Lighting  
Attn: Customer Care Representative  
1405 E. Locust  
Ontario, CA 91761  
Phone: 800-706-7378  
Fax: 888-765-8658

*\*Please note: A paint chip is still required when a paint vendor and part number have been specified on the order line. In addition, the Custom Color Order Submittal Form must accompany the request for the order to be processed.*

**Step Five:** Once samples are received they will be sent to an outside supplier for matching. This process will take approximately two weeks. If requested, samples will be sent back to the agency for verification of acceptance. The agency must notify Customer Care of acceptance in writing. **Verbal notification is not acceptable.** The customer/agent can waive verification of acceptance, although waiver must be indicated on submittal form.

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## CUSTOM COLOR ORDER SUBMITTAL FORM

Date: .....

Order number: .....

Matching a paint chip?       Yes       No

Matching a vendor number?       Yes       No

If yes, provide paint vendor: ..... and part number: .....

Color approval required?       Yes       No      *(Make and match - no approval required)*

Please provide name and address of recipients.

Name of recipient: .....       Customer       Agent

Company: .....

Address: .....

City: ..... State: ..... Zip: .....

Phone: (    ).....

Name of recipient: .....       Customer       Agent

Company: .....

Address: .....

City: ..... State: ..... Zip: .....

Phone: (    ).....

Additional instructions: .....

\*All colors will be matched as polyester powder paint unless otherwise specified.

COLORS



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### Lithonia Lighting

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