

## **Delivery Exceptions Handling Procedures**

Effective January 1, 2005

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 a copy of the delivery receipt and Credit Request Form to Lithonia Lighting at 1-866-211-1916.
3. Retain any damaged or over-shipments for a reasonable period of time to allow the carrier or Lithonia Lighting to inspect and salvage the product. Lithonia Lighting will notify you when and how product should be disposed.

When a situation arises with concealed damages, Lithonia Lighting must be notified within 10 business days of delivery. 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, Lithonia Lighting and the carrier will search our distribution centers and terminals so that we may minimize the time to delivery 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 Credit Request Form to point out the issues that should be considered when receiving and accounting for shipments.

**Acuity Brands Lighting  
Loss and Damage Credit Request Form**

1400 Lester Road, Conyers, GA 30012  
Attn: Freight Claims  
Fax: 1-866-211-1916  
E-Mail: Freightclaims@lithonia.com

For Internal Use Only

Date:	
Order Number:	
Carrier:	
Carrier Pro Number:	

Credit Request Filed For:

- Visual Damage
- Shortage
- Concealed Damage
- Concealed 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:	
Preparer's Signature:	

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

Credit Authorized: \_\_\_\_\_

OS&D Authorization: \_\_\_\_\_  
(Internal Use Only)

## 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 note 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 damage before signing for the shipment.
- Notations such as "subject to count and inspection" are not valid reference to base claims 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 Lighting or the carrier.
- Customers may fax the credit form with the delivery receipt to start the claims process. Fax number is 1-866-211-1916
- Acuity Lighting will fax or e-mail back an acknowledgement with a claim reference number.

## Credit Request Form Instructions

- Date: Date Credit Request Form is completed
- Order Number: Acuity Brands Lighting Order Number for delivery that contained damaged or missing items. 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 Qt: Enter the number of items damaged or missing.
- CI Code: This is Acuity Brands Lighting product identification number. Enter the CI Code for the damaged or missing items. This number can be located on the carrier delivery receipt and is in the following format: 196907
- Product Description: This is the product classification number. This reference number can be found on the delivery receipt and is the following format: TC 2 32 120 ¼ OSIS
- Nature and Extent Of Damage/Loss: Identify specifically what is damaged is associated with the product. For example, "Lens broken". For missing items, noting "missing" is all that is required.
- Preparer's Name: Individual Acuity Brands Lighting can contact in regards to Credit Request.
- Company Name: Company that is issuing the credit request.
- Phone Number: Phone number where Acuity Brands Lighting can reach the preparer.
- E-Mail Address: E-Mail address of the preparer if available.
- Preparer's Signature: Signature of individual making the credit request.