

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.

Lithonia Lighting is pleased to announce enhanced services for the handling of delivery exceptions.

Historically, we have required customers to file freight claims directly with the carrier. However, effective immediately, we have instituted new processes under which Lithonia Lighting **will resolve freight claims for damage or shortages on your behalf**. We are confident you will find the new procedures to be the industry's easiest and best resolution of delivery exceptions.

How the new procedure works

If it appears that Lithonia Lighting is responsible for the exception, we will issue you a credit. If it appears that the carrier is responsible, we will issue a credit to you and file a claim with the carrier for our reimbursement.

If you have a valid claim, simply fax a copy of the carrier's delivery receipt and a copy of our Credit Request Form to 1-866-211-1916. We will acknowledge receipt with an assigned number. We then will review the request, validate the information, issue credit to you, and file the claim with the carrier. Several steps from the past claims process have not changed. See the attached sheet for details.

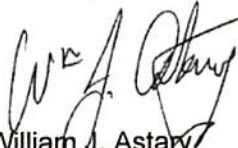
A copy of the Credit Request Form can be found on page 3 of this document. The entire document also is available at www.lithonia.com (select *Distributors*, then *Procedures and Claim Form for Handling Delivery Exceptions*) or at www.acuitybrands.com (select *About Us*, then *Partner Links*, then *Procedures and Claim Form for Handling Delivery Exceptions*).

This offer applies to all Lithonia Lighting C&I products, and the policy pertains to all authorized distributors. In addition, Acuity Brands Lighting will also extend this policy to shipments of Peerless, Gotham and Hydrel branded products. The delivery exceptions do apply to shipments sent UPS.

This new process is now operational within our Logistics organization. The department consists of people who are experienced with transportation issues and carrier claim procedures.

Our objective is to be easier to do business with by providing differentiated services to our customers. Thanks for your continued support.

Sincerely,


William J. Astary
Senior Vice President
C&I Sales



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

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 Lighting 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@lithonia.com.

Credit Request Form Instructions

Date:	Date Credit Request Form is completed
PO Number:	Customer's Order number/reference
Acuity Order Number:	Acuity Brands Lighting 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 Lighting 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 is 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 Lighting can contact in regards to the Credit Request.
Company Name:	Company that is issuing the credit request.
Phone Number:	Phone Number where Acuity Brands Lighting 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 Lighting or the carrier can reach the receiver.