

Acuity Brands Returns Policy- External

(Outside of Published Teams and Conditions)

Customer Return	Agent Return	ABL Return
Less than 4 months from shipment	Less than 4 months from shipment	n/a
Min. return value of \$300	<u>Stock</u> - Min. return value of \$300 35% restock fee	Can be stock or nonstock
Only stock allowed		
Restock charge 35%	<u>Non-stock</u> - Minimum return value of \$1,000 50% restock fee <10k: <i>CSM or SSM approval email required</i> >10k: <i>RVP approval email required</i>	Must be approved by Post sales with a claim Approval number entered in the comments field of the return
Freight: Prepaid	Freight: Prepaid	Freight: Collect
Agency Loses Commission	Agency Loses Commission	Agency Loses Commission
Must be returned within 60 days of approval	Must be returned within 60 days of approval	Must be returned within 60 days of approval

Inventory Clean up	Inventory Adjustment-Stock Swap	Tip Return
VIP or Strategic Account Program	VIP or Strategic Account Program	Order Shipped within the last 90 days
Min. Return Value: Varies	Only one adjustment per quarter	Quantity is less than 10 fixtures
Maximum age to enter: 12 months or less from shipment. Must provide order numbers to reference within line comments of return.	Maximum age to enter: 12 months or less from shipment. Must provide order numbers to reference within line comments of return.	Quantity has qualified Products: FS Series LED Troffer, I-Beam IBH High Bay, KAD-LED, D-Series LED, VT Series LED, D-Series LED, RV Series LED, Controls
Must be a current stock unless otherwise specified in contract	Must be a current stock unless otherwise specified in contract	Freight: Prepaid
Set Return as: Field Scrap	No Restocking charge	Agency Loses Commission
Agency Loses Commission	Agency Loses Commission	
	Freight: Prepaid	
	Must have order number of equal or greater value & advise order number within line comments of return.	