

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

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.

Step Six: Once the color has been approved, the line item will be coded.

COLORS



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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 (*I agree to waive color approval.*)

Our paint vendor will mail color matched paint chips direct. 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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