VERSION 1.0 MAY 26, 2021



IOTA WARRANTY CLAIM

ONLINE INSTRUCTIONS

OBJECTIVE

This document gives you step by step instructions on how to complete your claim request electronically.

Time estimated to complete is about 5 minutes or less provided you have the below items handy to upload:

- Picture(s) of defective unit
- Proof of purchase and/or...
- Date codes (located on defective unit)

Any questions please send email to postsalescontrols@AcuityBrands.com

INSTRUCTIONS FOR SUBMITTING A WARRANTY CLAIM

1. Begin this process by right clicking on the this link and opening a new tab <u>https://</u>

consumerclaims.acuitybrands.com/ The screen below will populate. Click Next to the bottom right of

the screen to continue.

ACUITY POST SALES							
WARRANTY CLAIM							
Overview	Contact Information	Product Information	Submit				
*This form is for Retail Customers Only. For Commercial Customers	please contact your local Acuity Rep.						
File a Warranty Claim							
In order to file a Warranty Claim you will need to have pictures of one of the following Proofs of Purchase for every product model that you are filing a claim for:							
- A picture of the Sales Receipt including the date of purchase							
- A picture of the Date Code on the product itself							
You will also need to provide the model number. The mode	I number is included on the UPC label	l on the box. If you cannot find your model number, you	ı can call customer support at				
			→ Next				
*This form is for Retail Customers Only. For Commercial Customers File a Warranty Claim In order to file a Warranty Claim you will need to have pictu - A picture of the Sales Receipt including the date of pur - A picture of the Date Code on the product itself You will also need to provide the model number. The mode 1,000,705,7278 (0500)	please contact your local Acuity Rep. res of one of the following Proofs of F chase I number is included on the UPC label	Purchase for every product model that you are filing a l on the box. If you cannot find your model number, you	claim for: J can call customer support at Next				

2. The next screen is where you would need to input your name, address, email address, phone# and shipping address. Click <u>NEXT</u> to continue.

Name	Contact
First Name	Email Address
John	example@example.com
Last Name	Phone Number
Doe	(555) 555-5555
Physical Address	Shipping Address
	Shipping Address the same as Physical Address
Country	Country
United States Of America	United States Of America
Address Line 1	Address Line 1
Address Line	Address Line
Address Line 2	Address Line 2
Address Line	Address Line
City	City
City	City
State	State
Select One	Select One

- 3. The screen below will populate. You should enter into the <u>"Problem Description"</u> box the following...
 - a. Enter the word "IOTA-" before entering any of the below.
 - b. Enter problem description
 - c. Enter Acuity's Case Number
 - d. Product Date code

1. Enter the word "IOTA-" before entering any of the be	below		
2, Enter problem description			
Enter Acuity's Case Number			
4. Enter Product Date Code			

Also listed on that page under <u>"Basic Information"</u> are fields to give information regarding the defective unit(s). Click on the <u>+ Add New</u> button to add in the necessary information (do not click UPDATE yet). Proceed to the next step below it, <u>Proof of Purchase</u>.

+ Add	New					
	Model Number	Quantity Purchased	Quantity Rejected	Purchase Date		
v	Test- PS150	5	2	3/29/2021	✓ Update	^

Under "<u>Proof of Purchase</u>", there are fields that will allow you to upload photos of the defective unit as well as photos displaying the <u>Product Date Code</u>. A field to upload <u>Receipts</u> are also available.

The last field, <u>"Registration Number"</u> is where you can enter the <u>Acuity Case Number (this number</u> <u>should have also been entered into the Product Description box in the beginning of this process.</u> Once

all pertinent information has been entered, click the VIpdate button to save data then click Next.

roduct Date Code Upload	And/	Dr Receipt Upload		And/Or	Registration Number
Select file		Select file			289553
IMG_0597	×	56680claim2	×		

4. You are now ready to SUBMIT! Click the Green <u>"SUMBIT"</u> button at the bottom of the page.

ACUITY POST SALES					
WARRANTY CLAIM					
	Ø		⊘		
	Overview	Contact Information	Product Information	Submit	
		Ready to Submit! Characteristic that the submit was an end of the submit of the submi	parei to Audurg.		
					taurer a

5. You will receive a confirmation that your claim has been successfully submitted.

ACUITY POST SALES	
WARRANTY CLAIM	
	Thank you for submitting your product claim.
	Your confirmation number is 3046 . A confirmation email has been sent to you.

You will also receive an automated confirmation email displaying the data you gave within the claim.

Warranty Claim Confirmation								
Acuity Post Sales To - trving, Joy L ① If there are problems with how this message is displayed, click here to view it in a we	b browser.					S Reply	Keply All	→ Forward •• Wed 5/26/2021 10:47 #
•	Acuity Brand	ds.						
Th Ple	ank you for submitting yo ase keep this confirmatio	ur product Clain on number for yc	n. Your Warran our records: 30	ty Claim has been received. 46				
	Name		Contact					
	First Name: Joy Last Name: Irving			Email: joy.irving@acuitybrands.com Phone Number: 6789946555				
	Physical Address		Shipping /	Address				
	Address Line 1: 1 Lithonia Way		Address Line					
	Address Line 2:		Address Line	2:				
	Country: United States	Of America	Country: Unit	ed States Of America				
	City: Conyers		City: Conyers					
	State: Georgia		State: Georgi	a				
	Postal Code: 30012		Postal Code:	30012				
New	ly Registered Product Infe	ormation:						
	Problem Description							
	1. Enter problem descripti	on 2. Enter Acuity's	s Case Number 3	. Product Date code				
	Model Number	Purchased	Rejected	Purchased Date				
	Test- PS150	5	2					

Your claim will go directly to the Warranty Team for processing. Keep an eye out for an email pertaining to your claim request.

Any questions please send email to postsalescontrols@AcuityBrands.com