

Communicating with Post-Sales

Tips For Receiving Speedier and More Successful Service

For All inquiries

- Send all post-sales related correspondence via email to:
PostSale@PeerlessLighting.com
- Include Order Number *and* CI Code (or catalog number) for each affected product

For Missing Parts

If the packing documents do not match what you have received or what you ordered, please:

- Mark what is missing on Installation Instructions
- Mark what is missing or provide part numbers from the packing documents

For Erroneously Sent Items

Please take and send us photos of the:

- Packing carton(s)
- Luminaire label(s)
- The actual luminaire(s)

For Non-Functioning Items

- Describe the issue(s) in detail
- If any troubleshooting has been done, please provide a description of what has been performed
- Take and send us photos to help illustrate the issue(s)

For Damaged or Lost Luminaires

- Follow Acuity Brands' freight claim policy for damages or shortages
 - [Acuity Loss & Damage Credit Request Form](#)
- Enter an order for replacement items
- If you are not sure whether or not it's a freight issue, send us photos of the damaged items