

## Christmas Light and Decoration FAQs

- **What type of lights and decorations do you use, and will you hang lights that we already own?**  
We use only the highest grade commercial LED lights, to give you the best and most reliable festive look on your house that you won't have to worry about maintaining throughout the season. This is an all-inclusive service; we will hang, service, and take down the decorations, as this allows us to hold ourselves accountable for the performance of the materials. For that reason, we will not hang lights that you own simply because we are not able to properly guarantee and service their performance.
  
  - **How do you attach the lights to our home?** - We will always use removable and safe materials (clips, zip ties, etc...) whenever possible. On some surfaces, and only with the home owners' instruction and permission, will we use any material that needs to penetrate a surface (e.g. staples on wood surfaces, nails or screws for hanging wreaths, glue for hanging lights). Our field manager who will do your in-person estimate with you will walk you through how we will hang the lights on various surfaces to make sure we are absolutely aligned on what you are looking for.
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- **How do you run power to your lights?** - We will run our own extension cords into the most accessible power outlets that your home provides. We will use our own GFCI adapter to test the lights so that when we power the lights on there is no risk of overwhelming your power supply.
  
  - **How do I know if we have enough power to handle the electricity needs?** - Because we use only LED lights that require a significantly smaller amount of power compared to the older and less efficient incandescent bulbs, there is very minimal risk that your home's power supply would not be adequate. Only if you plan on going very BIG with your decorations would you want to consider bringing in your own electrician to ensure your home's power supplies are sufficient.
  
  - **What other decorations besides lights can you put up for us?** - We are able to supply and hang up wreaths, bows, garland, and pretty much any other decoration you would like to attach to your home. When it comes to lawn ornaments, it is typically easier and less expensive for the customer to handle the install and storage of these on their own. However, we can order these for you through our preferred vendors to get you the best pricing available in the marketplace.
  
  - **Because you only install your own lights and decorations, who stores them for following year usage?**  
- We will own, store and maintain all of the supplies so you don't have to worry about it. We will label and keep supplies for your home separate for following years.

- **What if something happens to the lights and decorations after you hang them up?** - Our service is all-inclusive. We hold ourselves 100% accountable to our work and our supplies. If bulbs go out, strands fall down, or we didn't quite nail the look you were going for on a certain tree or bush, we will come back out and fix things up for you. If we do have to make a service call for something beyond our control such as acts of God (e.g. tree or branches blown down), theft, or accidental damage by the home owner, our cost is \$75/service labor man hour to come out and fix things up. If you do accidentally damage something please give us a call so we can help trouble shoot the situation and determine if a service visit is necessary.



- **What is your policy if/when the weather turns inclement?** - Our number one priority is SAFETY. This is the holiday season and the last thing we want is to not be able to send a crew member home to their family in the same condition they started the day. If we can't fully execute the plan that was laid out with your estimate due to weather conditions (e.g. snow, ice, torrential rain, wind) on the day of the install we will look for an opening in the weather to get that done as soon as possible. If an opening in the weather does not come we will reduce the cost of the service appropriately for the portion of the job that wasn't completed.

- **When will you take the lights down, and is there a separate charge for that?** - Take down is another weather dependent process; we will only take the lights down when it is safe to do so. In our northern most locations this could be as late as February or March if everything is buried by snow. We will reach out to you and advise when we do plan to come and do the takedown for you. There is no separate charge, this is all-inclusive. We will take down, label, and store the supplies so you have nothing to worry about.
- **How does your pricing structure work?** - We price based on difficulty level, with ground work being the lowest difficulty and roof work and large trees being the highest difficulty. Our Field Manager will walk you through this and rate the difficulty of your various surfaces to be decorated when they come out to do the in-person estimate. If you choose to use the service again in subsequent years there will be a 10% discount off of the initial year price, as we will already have many of the supplies needed for your home. If you decide to add to or change up part of the design we can re-estimate those new areas and adjust the price accordingly for you. Our minimum price (which includes a personalized decoration plan, installation, takedown and storage) is \$500 per job.
- **Given the service is all-inclusive, when are we charged?** - Once you decide to move forward with the service after we provide the in-person estimate, we require a 50% down payment so we can buy the lights and secure your spot on the schedule. We collect the next 50% once the decorations are up and running for you. There is no charge at the time of the takedown, this is on us!

