

CUSTOM CHRISTMAS LIGHTING LLC. 2017 Policy

Due to a **seasonal business**, all previous accounts will be due upon installation. New customers will pay a deposit the day they schedule their installation with the office and will be charged for the balance after completion.

Any customers requesting attention to their lights must have invoices paid in the office before a foreman is sent out to do adjustments. Many of our customers do not call for bulbs out unless there are 4 or 5 bulbs out. They need to go to the website and submit a Trouble Ticket. Office does not handle any of it.

If we are called out to fix a problem and it ends up being something on the customers end, for example: dog chewed up the wire, customer plugged things into the outlet and blew a fuse, squirrels ate the wire, tree knocked off lights etc., there will be a \$50.00 service charge.

There are no warranties on any kind of weather related damage (wind, hard rain, hail, snow, etc) to your lights. A \$50.00 service charge will be applied.

There will be a \$25 fee for any cancellations less than 48 hrs.

All lights will be taken down Jan 2nd thru Feb 15th unless other arrangements have been made thru the office before December 21st. Starting 2017 we will store ALL customers. If you do not want us to store we will leave them at your house and will not install the next year. No need for you to call the office. (We want them down ASAP, also)

We offer free storage. We offer this convenience for you so that in November when we come back to install the lights for the following year, nobody needs to be there or remember to set the lights out. We bring the lights with us that day. Same as in January no one needs to be there for removal, we store the lights for you in a warm, safe warehouse. All bulbs are checked or replaced for the return season of installation during the off season.

Offices will be closed for the holidays from Dec 21 thru Jan 1st so there will be no technician available. There are no warranties on the lights after Dec 21st until we re-install the lights on your house again.

As of January 1st if customer has any outstanding balances on lights, the lights will be removed upon full payment of the bill. At that time, customer will be responsible for any collections and/ or all legal fees that occur in order to collect payment.

We have nothing to do with timers, we do not sell them, we do not have any in the vans, or warehouse. We do not set the timer for you. If you put a timer on the lights please remove it and store it before the crews come out to remove the lights. We are not responsible at all for the timers.

CCL is not liable for clips getting clogged up in the gutters, downspouts, or under ground pipes. Downspouts should have a screen on them to prevent leaves, sticks, baseballs, tennis balls, plastic clips, etc. from clogging them up.

CCL is not liable for any damage on lights once lights have been removed from CCL premises and installed by homeowner, another company, or anyone else other than CCL.

We only store lights for 2 years (if not using us anymore). After 2 years we recycle the lights.