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Christmas Lights R Us Service Policies 2018

Thank you for Leasing our LED Holiday Lights. Due to increased vandalism by **Chipmunks (yes Alvin, Simon, and Theodore)** and to keep the costs down for our customers, we have the below policies. It is our intent to provide the best service that we can. However we will not be responsible for the following:

- 1. Vandalism or theft of lights or equipment.**
- 2. Breakage of light strings, cords, or equipment due to severe wind, rain, snow, wildlife or other conditions beyond our control.**
- 3. Light failure due to circuit breaker failure, or overload of circuits due to customer adding their own additional lighting.**

Should the above occur, the customer will be responsible for replacements costs of the materials and time to repair the damage. We will invoice at our costs for the materials, a trip charge of \$25.00 plus \$36.00 per man hour in increments of 30 minutes.

If you would like to change something or add more lights after the installation has been completed, making additional visits for installation necessary, the above labor charges will be applied.

There will be no charge if light strings fail for reasons not listed above.

We will make every effort to respond to service requests as soon as possible, and will provide you with the approximate date and time. However there may be unforeseen delays due to weather.