



## **Terms and Conditions**

### **1. Ownership of Leased Lights**

All leased lights are the property of Rusty's Holiday Lights. Customers must not tamper with or remove leased lights.

### **2. Guarantee**

Rusty's Holiday Lights guarantees a hassle-free experience. We install, remove, and fix any issues that arise during the season. If a bulb goes out, a phone call will resolve the issue. Your home will look beautiful through the New Year.

### **3. Pricing**

Affordability is key. We purchase all commercial-grade supplies at wholesale cost and pass those savings on to you. Commercial-grade light strands are durable and long-lasting, providing the best value. Light packages are a one-time initial purchase for years of enjoyment. Installation and removal fees are priced separately, based on the size and difficulty of each home.

### **4. Icicle Lights**

Due to their unreliability and high failure rate, we do not install icicle lights.

### **5. Customer-Provided Lights**

We will install your existing lights if they are commercial gauge SPT 1 or SPT 2 two-way wire. [Example of acceptable lights](#).

### **6. Payment Terms**

- a. Customers must pay 50% of the total cost within 5 days of accepting the proposal.
- b. The remaining balance is due upon completion of the installation.
- c. Failure to submit the initial payment within the specified timeframe may result in the cancellation of the service agreement.

### **7. Payment Options**

Invoices are sent through our payment scheduling system, Markate. We accept the following payment methods:

- a. **Credit/Debit Cards:** A 3% + \$0.50 fee applies, charged by Stripe.



- b. **Checks:** Make checks payable to Rusty's Holiday Lights. Include your invoice number.
  - i. Mail to: Rusty's Holiday Lights, PO BOX 654, Lake Stevens, WA 98258
- c. **Cash:** Accepted with name and invoice included.
  - i. Mail to: Rusty's Holiday Lights, PO BOX 654, Lake Stevens, WA 98258

## 8. Refund Policy

- a. Refunds will be considered on a case-by-case basis. Any approved refunds will be subject to deductions for supplies used and labor performed. Refunds will require a signed release before any payment is issued. All refunds, if approved, will be sent via certified mail through the USPS.

## 9. Installation and Removal

- a. Installation and removal dates will be confirmed with the customer prior to service.
- b. Late takedowns are offered in December via email. Be on the lookout for an email from Rusty's Holiday Lights!
- c. Takedowns begin on the first Monday of January and are scheduled by zones. Customers can request to be on the late takedown schedule in December when the schedule is sent out.

By agreeing to our services, you accept these terms and conditions. For any questions or concerns, please contact Rusty's Holiday Lights directly.