

1. Customer: ***MUST*** inform us if you have ***gutter guards***.
2. Balance for labor is due at the time of completion, there are no open invoices.
3. Labor on your lights is warranted throughout the season with the exception of acts of mother nature, high winds, trees/bushes making contact with the lights, and vandalism.
4. If you do not provide the necessary items it takes to complete the project such as, enough lights, extension cords, gutter clips or working power outlets and we have to return to finish the project, there will be a service charge.
5. Due to the nature of the business, One Elf and a Ladder tries to accept as many clients as possible in the short window of time in the light installing season, many are turned down due to lack of time. If you decide to cancel within 24 hours of the appointment or forget your appointment, you will be charged 20% of your install price.
6. Customer must contact us within 1 week after the installation to report any bulbs out to avoid service call charges to replace them. All bulbs will be lit at installation completion.
7. If you choose to have us install your store bought lights: we are not responsible for malfunctioned lighting that we did not provide. We will have your lights working at the installation, if a strand or bulbs malfunction after, we can repair with a service charge. LED and icicle lighting are known for this. If it is a connection issue, such as a plug in, we will cover. If you do not provide us with enough working lights it takes to cover the scope of work, we will install what is working that you provided.
8. If you purchase our commercial grade lighting we will cover the bulbs for the first year. After the first season a service charge will be applied to come replace bulbs. Customer should provide replacement bulbs with lights the following years. You may purchase these from us or the store. We provide either C9 or C7 light bulbs, INC or LED.
9. There is a 3% convenience fee on all credit card transactions for labor paid by card.
10. \$25 fee for bounced checks
11. Light removal, people like their lights removed at all different times. We will get you on the schedule for removal as soon as you contact us.
12. One Elf and a Ladder only asks for payment of the labor completed at that time. Light removal fee is not due until lights are removed.