

Frequently Asked Questions

Do you offer any discounts?

Yes, discounts are provided if you sign up for our service early in the season.

When can you install my Christmas Lights?

Some customers are OK with installing in late October or early December. While other customers are very particular about the date of the installation. We will work with your schedule but we are limited by how many installations we are able to complete in one day. Signing up early in the season gives you the ability to specify your installation date.

How much does your service cost?

There is no "set" answer to this question. The cost of our service depends on several things, including the number of light strings you'd like to hang, the size of the display you want built and how long it will take us to put your display together. Generally, our prices range from as little as \$500 to as high as several thousand dollars for large residential or commercial displays. We will work within your budget.

Is your work guaranteed?

100%. Our success depends on your satisfaction, and we'll make changes if you desire them. We are interested in building long-lasting customer relationships. There are things that can happen to lights for a variety of reasons, including wind, rain and other unforeseen circumstances. If this occurs, our professional staff will return to troubleshoot whatever problem exists quickly and efficiently. And this maintenance service is included in every job we install.

Do you take the lights down at the end of the season?

Yes. Taking down the displays is part of our service, and it's included in the quote we provide for you before we start work. We begin taking lights down on January 2nd and continue to do so through the third week of January. We also organize your supplies in plastic bins so that you can easily access them the following year. Or you can allow us to provide complete service on your installation and we will store your materials until next year.

How do you price your projects?

If you contact us, we will come out to your home or place of business and consult with you on what type of display you desire. Based upon what you'd like done, we'll put a quote together for you. An important fact to remember is that we'll work within any budget, as our success is based partially on our service-oriented flexibility. If the cost is acceptable, we'll schedule a time to take care of the work. As an aside, our service will generally cost less if we're able to perform the work early in November as opposed to the pre-holiday rush that typically starts after Thanksgiving.