TRUE BRIGHT LIGHTING

TERMS OF SERVICE

Effective October 2, 2026

These Terms of Service apply to holiday lighting and related services provided by True Bright Lighting. The accepted quote, service agreement, and these Terms together form the agreement between True Bright Lighting and the customer (the "Customer"). If a specific written term in an accepted quote or signed service agreement conflicts with these general Terms, the specific written term will control.

1. Ownership of Lighting and Materials

Single-Season Installation or Renewal

Unless the accepted quote expressly states that materials are being sold to the Customer, all lighting, décor, extension cords, timers, clips, mounting materials, and related display components supplied by True Bright Lighting are leased to the Customer from installation through scheduled removal.

Multi-Year Agreements

Unless the accepted quote expressly states that materials are being sold to the Customer, all lighting, décor, and related display components remain the property of True Bright Lighting throughout the multi-year term and through removal following the final season of the agreement.

2. Payment Terms

Single-Season Installation or Renewal

A 50% deposit is required upon acceptance of the quote before installation can be scheduled. The remaining 50% balance is due at the time of installation unless an alternative payment arrangement has been approved in writing by True Bright Lighting.

Multi-Year Agreements

Multi-year pricing may include a discount as stated in the accepted quote or service agreement. The total amount due during the agreement term will be paid in installments according to the payment schedule shown in the accepted quote or service agreement.

For a three-season agreement, unless a different schedule is stated in the accepted quote, the payment schedule may be structured as follows:

1. First payment - due upon quote acceptance.
2. Second payment - due on the first-season installation date.
3. Third payment - due in August of the following year.
4. Fourth payment - due on the second-season installation date.
5. Fifth payment - due in August of the following year.
6. Sixth payment - due on the third-season installation date.

Payments are to be made by credit card or another approved payment method unless otherwise agreed in writing. When paying electronically, the Customer authorizes True Bright Lighting to charge the approved payment method for amounts due under the agreement and authorizes the use of third-party payment processors as necessary to complete those transactions.

3. Deposits and Cancellation Before Installation

Once a deposit is received, True Bright Lighting may order, custom-cut, prepare, or allocate materials for the project and reserve labor and installation capacity on the calendar. Because those costs and commitments are made in reliance on the Customer's acceptance, the deposit becomes non-refundable once materials have been ordered, prepared, custom-cut, or allocated to the project, or once installation labor has been committed to the schedule.

If the Customer requests cancellation before those commitments have been made, True Bright Lighting may, at its discretion, refund some or all of the deposit less any expenses already incurred.

4. Early Cancellation of Multi-Year Agreements

A Customer may request cancellation of a multi-year agreement before the end of the agreed term. Payments already made are non-refundable. If a Customer cancels early, the Customer will promptly repay any discounts previously received as a result of entering into the multi-year agreement. Any other amounts due will be handled according to the accepted quote or written service agreement.

5. Installation and Installation Methods

True Bright Lighting will provide the lighting, décor, materials, tools, and equipment necessary to complete the agreed display unless otherwise stated in the accepted quote.

Installation methods may vary based on the property, surface, display design, weather, and site-specific conditions. Where reasonably necessary, True Bright Lighting may use clips, tape, hot glue, staples, or other suitable attachment methods. By accepting the quote and authorizing installation, the Customer agrees to these installation methods when reasonably necessary to complete the display.

6. Scheduling, Weather, and Service Delays

True Bright Lighting will make reasonable efforts to perform installation, maintenance, and removal according to the anticipated schedule. Holiday lighting work is weather-dependent, and rain, high winds, ice, severe weather, unsafe roof or ground conditions, or other circumstances outside True Bright Lighting's reasonable control may require work to be delayed or rescheduled.

When a delay occurs, True Bright Lighting will communicate with the Customer and make reasonable efforts to reschedule and complete the work as quickly as conditions safely allow. Safety of the Customer, property, employees, contractors, and the public will take priority over any scheduled service date.

7. Property Access

The Customer agrees to provide True Bright Lighting with reasonable and unobstructed access to the property and work areas at scheduled installation, maintenance, and removal times. The Customer is responsible for ensuring that gates, driveways, work areas, and other necessary access points are available so the work can be performed safely and efficiently.

8. Existing Property Conditions and Damage

The Customer agrees to disclose any known damage, fragile or delicate surfaces, construction defects, roof or gutter concerns, masonry or façade conditions, landscaping concerns, or other property conditions that could reasonably affect installation, service, or removal.

True Bright Lighting may photograph or otherwise document existing property conditions before or during installation for internal records, safety documentation, service history, or claims-related purposes.

True Bright Lighting will exercise reasonable care while working on the property. True Bright Lighting is not responsible for pre-existing damage, concealed defects, deteriorated materials, or property conditions that were not caused by True Bright Lighting during the performance of its services. Nothing in these Terms is intended to exclude responsibility for damage directly caused by True Bright Lighting where such responsibility cannot legally be excluded.

9. Customer-Supplied Power and Electrical Conditions

The Customer is responsible for providing suitable and accessible electrical power for the display. Where power is supplied by the Customer, outdoor lighting should be connected to properly functioning GFCI-protected outlets suitable for outdoor use.

The Customer agrees to disclose any known electrical problems, damaged outlets, recurring breaker trips, faulty GFCI devices, wiring concerns, or other electrical conditions that could affect the safe installation or operation of the display.

True Bright Lighting may decline to connect or operate lighting when an electrical condition appears unsafe. True Bright Lighting is not responsible for outages, tripped breakers, failed GFCI devices, wiring defects, insufficient electrical capacity, or other problems originating within the Customer's electrical system. If evaluation or repair by a licensed electrician is needed, responsibility for that work remains with the Customer unless otherwise agreed in writing.

10. In-Season Maintenance

Maintenance of the installed display is included for the duration of the seasonal installation, subject to the accepted quote and these Terms. If a lighting or display issue occurs during the season, the Customer should contact True Bright Lighting so the issue can be evaluated and addressed.

No other person or company may alter, repair, move, or modify leased lighting or display components without prior written approval from True Bright Lighting. Unauthorized alterations or repairs may void included maintenance coverage. Repairs, replacements, or corrective work made necessary by unauthorized alterations may be treated as additional billable services.

11. Removal

Removal dates will be scheduled following the holiday season. True Bright Lighting will make reasonable efforts to complete removals promptly and safely. Subject to unavoidable weather, unsafe conditions, scheduling limitations, and other circumstances outside True Bright Lighting's reasonable control, displays are expected to be removed no later than February 1.

If weather or site conditions prevent safe removal, True Bright Lighting will communicate with the Customer and continue to arrange removal as quickly and safely as conditions allow.

12. Storage

Where storage is included in the Customer's service package or agreement, True Bright Lighting will organize and store leased display materials following removal for use during the next applicable season. For multi-year Customers, stored materials may be inspected, repaired, replaced, or prepared as reasonably necessary before the next scheduled installation.

13. Customer Alterations to the Display

Because leased lighting and display materials remain the property of True Bright Lighting unless specifically sold to the Customer, the Customer may not modify, relocate, repair, remove, or otherwise alter the display without prior written authorization. If an issue arises, the Customer should contact True Bright Lighting rather than attempting repairs or adjustments. Unauthorized modifications may result in additional service charges and may void included maintenance coverage.

14. Photography, Video, and Media Use

True Bright Lighting may photograph or record completed displays for use in its portfolio, website, social media, advertising, printed materials, and other promotional purposes. True Bright Lighting will make reasonable efforts to protect Customer privacy and will not intentionally publish the Customer's name, street address, or other personally identifying information with promotional images without separate permission.

A Customer may opt out of marketing use of photos or video by notifying True Bright Lighting in writing before installation. Email notice is acceptable and may be sent to hello@truebrightlighting.com. Choosing to opt out will not affect the Customer's service, pricing, maintenance coverage, or eligibility for future service.

A media opt-out applies to promotional or marketing use. It does not prevent True Bright Lighting from taking or retaining internal documentation photos reasonably necessary for installation records, existing-condition documentation, safety, service history, equipment placement, maintenance, or claims-related purposes.

If an opt-out request is received after promotional use has already occurred, True Bright Lighting will make reasonable efforts to discontinue future use where practicable, but cannot guarantee recall or removal of materials that were previously printed, distributed, or published.

15. Agreement to Terms

By accepting a True Bright Lighting quote, paying a deposit, authorizing installation, or entering into a written multi-year agreement, the Customer acknowledges that they have reviewed and

agreed to these Terms of Service together with any additional terms contained in the accepted quote or agreement.

If a specific written term in an accepted quote or signed service agreement conflicts with these general Terms of Service, the specific written term will control.

16. Written Notices and Contact Information

Where these Terms require written notice, email is acceptable unless a specific agreement states otherwise. Notices may be sent to True Bright Lighting at hello@truebrightlighting.com.

True Bright Lighting
(972) 369-9290 | hello@truebrightlighting.com | truebrightlighting.com