**About Your Pre-Lit Tree**

Your pre-lit Christmas tree should give you many years of care-free tree lighting. The bulbs are rated to last approximately 15 holiday seasons. Some of the bulbs, however, may periodically burn out and are easily replaced. Just make sure you are using a replacement bulb that has the Volts and Amperes recommended by the manufacturer. Those numbers will be found on the light cord.

* If a strand of lights does not light, there are usually 1 of 4 reasons:
* Make sure all the strings are connected together and plugged in correctly and that the connections are tight.
* Make sure there is not a loose bulb or one missing from one of the sockets. There needs to be a bulb in each socket (even a burnt out bulb) to maintain the electrical flow through the strand of lights.
* Check to see if one of the bulbs on the strand of 50 is very black and discolored. This would indicate that the bulb has burnt out in such a manner that it has affected that entire strand. Simply replace the bulb in question and the strand should light.
* If 4 or more bulbs on a strand have burnt out, this will result in too much power going through the strand and could affect all of the bulbs on the strand. Replace bulbs as they burn out for maximum life of the strand. An easy way to identify any of the above problems is with the “Light Keeper Pro” as described below.

If, after attempting to fix the lights in the manner described above, you still have a problem; Village Green will repair the non-working strand at no charge for a period of 3 years for Santa’s Own and Sterling trees and 4 years for Neuman trees. Sorry, Forgotten Forest trees are not included under warranty. Unlike other retailers, who require trees to be returned to the manufacturer, we service all light problems in our store, even if those lights are no longer under warranty. After the warranty expires, there is a $39.00 per hour labor charge (minimum of $39.00), plus the cost of parts (20¢ per replacement bulb). Simply bring in your receipt and the section of the tree with the non-working strand. Problem sections must be brought in between November 11th and January 12th. **All repaired trees are required to be picked up within 7 days of the completed repair.** If you are not able to bring in the faulty section, an on-site tree light repair service is available. We must have one week prior notice if a house call is needed. During the initial warranty period there is a $39.00 fee if you want us to come to your home and a $60.00 charge plus parts after the warranty expires.

**\*CUSTOMER IS REQUIRED TO SHOW RECEIPT FOR ALL TREE WARRANTIES\***

**Take the Curse Out of Christmas Lights…**

…with the Light Keeper Pro! The Light Keeper Pro fixes the most common cause of light set failure with the squeeze of a trigger, along with miniature light sets, icicle and net light sets, yard decorations, pre-lit trees and decorations! Available now. Ask at check-out counter.



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