



## Village Light Company – How We Work

Village Light Company puts forth the extra effort on every project to insure that each client achieves the results they desire. Because no job is the same, Village Light company treats each project differently. Therefore, the procedure for each project may be slightly different to reach the end result of having a beautifully lit home that exceeds our client's expectations.

On larger projects that have more detail, the process usually starts with initial contact to Village Light Company by the homeowner or builder. At this point the general scope of the project will be discussed to determine how to proceed. If the project has many details most likely a job site visit will be scheduled with the homeowner, electrician and possibly even the builder once the framing has been completed on the new home or remodeling project. During this walk through your lighting consultant will discover all areas in the home that require decorative, task and ambient lighting and collect any necessary measurements or details that will affect those areas.

On smaller less detailed projects much of this information can be gathered from a house blueprint. In that situation the blue print will be submitted by the home owner or builder for the lighting consultants review. From that blueprint a fixture list will be created with specifications for size and type of light fixture.

Once the required lighting types have been determined from either the job site visit or the blueprint, a showroom appointment will be scheduled with your lighting consultant to discuss lighting selections. The amount of time for selecting the needed light fixtures varies by job and customer. If you are able to make decisions quickly this process may take only an about an hour. If decisions don't come quite as easy for you, this process could take many hours. Our

lighting consultants are here to help make the lighting selection process less overwhelming and easy. They are very knowledgeable of the products that are available and can often offer many options that a customer may like. Once all final selections have been made, the customer will be given a final quote for all the products selected. At this time, if needed, a lighting spec sheet will be created for the customer to review all of their selections on one page. Once the quote and selections are agreed upon the product will be ordered and job site delivered at the appropriate time. Village Light Company also provides all of the correct sized light bulbs with all whole house projects and these are delivered with the fixtures. From time to time back orders do happen in the lighting industry. Village Light Company does everything possible to deliver all jobs complete, however sometime follow up deliveries are necessary and are included at no-charge.

Village Light Company also uses Village Home Store's Project Management Assistant (PMA) to help our customers through the lighting selection process. The PMA will allow us post lighting spec sheets and quotes on our client's login area. This will make the lighting selection process much easier if you are not able to visit our showroom to make all of your selections. All final decisions will also be posted on the PMA for later reference. Village Light Company works very hard to make the complete process of selecting lighting for your home stress free. The Project Management Assistant is a very big part of this and it is highly recommend for every client to utilize it to the fullest. No matter what your computer experience level is, the PMA is very easy to use and will no doubt make the project be completed quicker and with fewer complications.

Ready to get started? Contact us now to discuss the scope of your project.