

Startup policy

This job has been quoted with the understanding that the onsite work will be performed on straight time during normal business hours (weekdays, 7:00AM – 4:00PM). Should the job require a start outside of normal business hours a premium will be required per overtime rates for Cooper Lighting Solutions Controls Services. Cooper Lighting Solutions reserves the right to charge a premium in addition to our standard startup rate if outside of the hours of 7:00AM - 4:00PM Monday through Friday, or if the visit is scheduled on an Cooper Lighting Solutions Corporate Holiday.

OVERTIME SITE VISITS: To facilitate job schedules that may require onsite technicians to begin work outside of 7:00AM-4:00PM Monday-Friday an overtime rate will apply. When scheduling on-site work outside of this window an overtime rate will apply for each day (up to 10 hours) of work.

Cancellation and late notice policy

Cooper Lighting Solutions understands that job schedule changes can and will occur and will strive to accommodate changes in our customer's schedule. However Cooper Lighting Solutions incurs additional travel related expenses whenever a project commissioning is canceled at the last minute. As such a revised or additional P.O. will be required for a late cancellation or late notice for scheduling of a job.

CANCELLATION POLICY: For scheduled and confirmed service projects, Cooper Lighting Solutions will require 5 business days advance notice for cancellation of startup visits. If cancellation notice is received less than 5 business days from the scheduled onsite date, Cooper Lighting Solutions will require a revised or new P.O. to complete the commissioning at a later date. Once the cancellation request is received by the Cooper Lighting Solutions team a confirmation email will be sent to the requestor with a re-schedule form for completion.

NOTE: Startup cannot be re-scheduled until a revised or new P.O. is received by Cooper Lighting Solutions.

LATE SCHEDULE NOTICE POLICY: Cooper Lighting Solutions understands that some jobs may require an expedited start-up timeframe. For startup on projects that require start-up with notice less than the standard 15 business day lead time, the customer can elect for a fast track fee to meet their project timeline requirements. This is strictly subject to availability and may not be possible based on current service demand, however Cooper Lighting Solutions will make every effort to accommodate these requests. Should both parties agree that the timeframe can be met, an expedite scheduling fee will be required prior to scheduling the on-site start-up.

For any quotes for an overtime onsite visit, cancellation rate, or late schedule notice please contact Cooper Lighting Solutions at LCServices@cooperlighting.com or call 1-800-553-3879 for additional information.