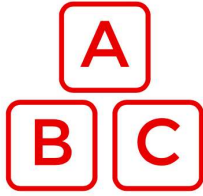


# Michael's

## Frequently Asked Questions About Your Christmas Tree



### Easy Set-Up

Tiered design will have your tree up in minutes



### Lighting

Bulbs provide soft lighting that can easily be replaced



### Flame Retardant

Branches are made of flame retardant materials



### Sturdy Design

Trees include steel hinges, easy-to-shape PVC branches and strong metal base



## Tree Features\*



Branch Tips



Replaceable Bulbs

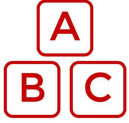


Metal Stand



PVC Branches

*\*Styles will vary.*



## Assembly

*How do I set up my Christmas tree?*

Assembly instructions are provided with your tree and can also be found on the product description page at the Michaels website.



## Lighting

*Will the light string stay on when one bulb burns out?*

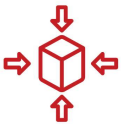
Yes. The light sets are designed to remain lit even when a bulb burns out. However, we recommend replacing missing or burned out bulbs as soon as possible. Failure to do so will shorten the lifespan of the light set.

*What should I do if the Christmas tree will not light?*

- Please check to make sure that all plugs are properly connected and plugged in. Refer to assembly guide for instructions.
- Please check for blown fuses at the plug and replace as needed.
- Please check for loose, broken, or missing light bulbs, and replace as needed. (Does not apply to patented SureBright™ premium lights, which should stay lit even if above conditions occur.)
- Please Contact Us, and our Customer Service Representative will be happy to assist you.

*Does my tree come with replacement bulbs and fuses?*

Yes. Each tree comes with an extra bulbs packet attached to the end of the cord and replacement fuses located inside the plug. Please refer to your instruction manual for more details.



## How to care for your tree and store it safely

It is highly recommended that you unplug Christmas tree lights before leaving home or going to bed. After the season, you can pack the tree loosely in the original box or in a Christmas tree storage bag and store in a cool dry place. Please see manufacturer's manual for care and safety instructions.



## Is my Christmas tree flame retardant?

Yes. The materials used to manufacture the Christmas tree are flame retardant and should not become a fire accelerator. Please follow the safety guidelines included with the instruction manual for proper setup and maintenance of your tree.



## Can my Christmas tree be placed outdoors?

No. The trees are intended for indoor use only unless otherwise specified for use both indoors and outdoors. Placing an indoor tree outdoors is dangerous and will void existing manufacturer's warranty.



## Warranty

*What is your warranty policy?*

We provide a 2-year warranty on the lights and 5-year warranty on the tree. Please refer to your warranty card for more information



## Contact Information

U.S. Toll-Free Customer Service:

1(888) 919-0070

Hours of Operation:

Mon - Fri 10am - 7pm EST

Expanded hours during peak season

[www.polygroup.com](http://www.polygroup.com)