



ONLINE STORE TERMS & CONDITIONS.

PURCHASE POLICIES

Be sure to select the product, which you want. Feel sure of your purchase, in case of cancellation of the service, only 50% of the amount paid will be refunded.

You must make the order 5 days in advance of the date of its celebration.

Specify the colors you want, either from one color to 3 colors, maximum, or if you want something more personalized tell us the theme or reason for the celebration to make an excellent combination.

DELIVERY POLICIES

If it is your choice to pick up the Arrangement at our Headquarters, take into consideration that some of our products are large, volume and delicate, they must have a suitable and unoccupied vehicle to move it. It is recommended to pick up by SUV, Minivan, Hatchback or Touring. We are not responsible for damages during your transfer.

Do not leave the Arrangement with balloons in the car as the heat, steam, causes them to deflate or explode. For shipments you must indicate the exact address with postal code, house or apartment number, name of the urbanization, if possible, attach the location with all the data mentioned above. and the time you want the delivery to be made. If they send a wrong address, there will be an additional charge for delivery.

Regarding deliveries, we do not have a fixed schedule. You just have to choose if you want the morning shift from 8:00 am to 12:00 pm or late night from 1:00 pm to 9:00 pm. I cannot give an estimate of the delivery time; It would be at the corresponding time that you have chosen. (If you wish to indicate any relevant information regarding the delivery, please notify us to reach an agreement, for example the person will be at work until 7:00 pm, if available the schedule will be delivered) When delivering the product, make sure that everything is in good condition, once we leave the place, no claims or returns are accepted In case of

postponing the delivery of the arrangement, availability will be verified to schedule a new date or time.

CARE AND PREVENTIONS

Consider if the person is allergic to latex, order only Foil balloons When balloons spike, deflate or explode they must be discarded. Keep waste away from children and pets to avoid the risk of suffocation.

Helium gas is not flammable, but you must take into consideration that when the balloons are placed directly in the sun, the latex or metallic material boils and explodes, keep in hot environments, latex balloons exposed directly to the sun, they tend to oxidize faster so their color tends to fade a bit.

When the micro foil balloons are in a very cold temperature, their air inside is compressed, this process makes it look deflated, this happens in winter seasons, keep in mind that it is a natural process of the balloon. Keep the arrangement in a warm environment.

Do not leave the Arrangement with balloons in the car as the heat, steam, causes them to deflate or explode.

Helium latex balloons last 24 to 48 hours, micro foil balloons last 5 to 10 days with helium gas, depending on weather conditions or usage.

Micro foil balloons can be transmitters of electricity, and pollutants of the environment. Please avoid loosening them or bringing them close to power lines.