



## BALLOON ORDER TERMS AND CONDITIONS

AS AT 01/01/2016

By placing an order by phone, email, in person or online you are accepting these terms and conditions as outlined below.

### BOOKINGS:

We accept bookings via Phone, Email, Online or face to face in our store. Bookings are accepted by staff once placed. If items are out of stock you will be advised at time of ordering if we are able to source items to fill your order.

### DEPOSITS:

All orders require payment prior to completion of the job, unless an account has been arranged with management prior to your job. Deposits can be left at any time, as long as payment is made prior to completion. If your order involves special order items these items must be paid for prior to us placing the order.

### CANCELLATION:

For any order placed that involves special order items, once they have been ordered you are unable to cancel these aspects of your job. All other orders can be cancelled up until 7 days out from the event, after time a cancellation fee of 30% may be applied. If cancelling on the day of the event, or after the job is complete no refund will apply.

### WEATHER:

We are unable to cancel on the day of your event, in the event of weather cancelling your event we may offer an in store credit, this is at the discretion of management, and is dependent on you advising us before we commence your job.

### DELIVERY:

Delivery is available on most jobs but is required to be pre booked. Especially on weekends delivery slots fill fast. Delivery charges apply based on distance from our store and level of service required. Generally if you require our staff to unload, setup on tables or around the room a minimum \$50 charge may apply. It is your responsibility to ensure someone is available to enable access, or accept delivery at the agreed time. Failure to do this may result in extra charges or unable to complete delivery at the agreed time. Re Delivery Charges apply at the same rate as the initial delivery charge.

### ORDER ALTERATIONS:

Order alterations can be made (pending stock levels) up until 24 hours prior to your job. Additions can be made closer to at the discretion of management on duty.

For a current copy of our Balloon Order Terms and conditions, please see [www.balloonworx.com.au](http://www.balloonworx.com.au) and follow the links.