



Event Decorating TERMS & CONDITIONS

1. Delivery times

A. Specific delivery times

Delivery will be attempted during the selected delivery window on your order confirmation. More specific delivery times can be requested after checkout but are not guaranteed. For deliveries to venues such as hotels, restaurants, bars etc you will need to arrange access times with the venue prior to placing your order. A surcharge may apply for waiting time or re-delivery costs. The Total Party Shop will attempt to contact you on the provided contact details where required. Please ensure the provided contact details are correct.

B. Same Day Service

If you would like to place an order past our cut off time of 10:30am or for same day service please contact The Total Party Shop on (02) 4365 3698. We may be able to fulfil the order depending on stock and staff availability. A surcharge may also apply.

2. Cancellations

Orders may be cancelled via phone or email:

- (i) More than 48 hours notice - no cancellation fee.
- (ii) Within 48 hours notice of the delivery time will be refunded less 20% cancellation fee.
- (iii) Within 24 hours notice will be refunded less a 50% cancellation fee.
- (iv) Within 3 hours of the delivery time will be refunded at the discretion of The Total Party Shop.

You will receive a confirmation of your cancellation by email. If you have not heard back within 24 hours of your cancellation request please call us on (02) 4365 3698.

Submitting an order online, email or by phone indicates acceptance of this cancellation policy.

3. Changing an order

Orders may be changed with at least 24 hours notice by contacting The Total Party Shop via phone on (02) 4365 3698 or email thetotalpartyshop@gmail.com. Changes are subject to availability of stock.

4. Substitutions

In the unusual event that a substitution becomes necessary, The Total Party Shop will match the colour or theme of the event as closely as possible. If a direct substitution or replacement is unavailable and we are unable to contact you for approval prior to delivery, we will proceed with the delivery using a substituted item of equal or greater value. Submitting an order online or by phone indicates acceptance of this substitution policy.

5. Float times (different conditions)

Just like us balloons react differently to a variety of different weather conditions: Sun, wind, rain, high altitudes, and grit are all formidable threats to a balloon's welfare. For this reason, The Total Party Shop is unable to guarantee standard float times under the following conditions:

- Balloons used outdoors.
- Balloons used indoors, exposed to direct sunlight through windows.
- Balloons used at elevations significantly higher than sea level.
- Balloons used in high humidity environments

A. Foil Balloons

You can expect helium inflated foil balloons purchased from The Total Party Shop to float for 3 days in balloon friendly environments. They will then continue to float for another week, sometimes longer. Please be aware cold air-conditioned air may cause foil balloons to shrivel, but they will return to a normal state when exposed to warmer air.

B. Latex balloons (un-treated)

You can expect un-treated helium inflated latex balloons purchased from The Total Party Shop to float for 8-10 hours in regular balloon-friendly environments. If you require balloons to float for longer, please consider the hi-float addition (extra costs apply).

C. Hi-Floated Latex Balloons

Where it has been selected in your order, The Total Party Shop treats latex balloons with Ultra Hi-Float solution, a non-toxic liquid plastic which extends the balloons float time. When kept indoors, out of direct sunlight The Total Party Shops hi-floated latex balloons are expected to float for 2-3 days, but could last up to 10 days.

NB Float times may be reduced by humidity, changes in environment and weather including elevations significantly above sea level, exposure to direct sunlight and cold air.

6. Defective/faulty

The Total Party Shop takes great care when preparing all orders and pride ourselves on supply of high quality products and customer service. Every item leaves the store in perfect condition. As such:

- (i) In the very rare case of balloons being damaged in transit The Total Party Shop will replace the damaged product at our earliest opportunity.
- (ii) The Total Party Shop take no responsibility for your balloon order after it has been safely delivered.
- (iii) The Total Party Shop will not refund, replace or exchange items that have been damaged due to lack of care or surrounding conditions after delivery.

7. Refunds and return

No refunds are available for cancellations of goods once balloons have been inflated or goods have been dispatched. Please refer to the cancellation policy in section 2 for more information. The Total Party Shop takes no responsibility for your balloon order after it has been safely delivered. The Total Party Shop will not refund, replace or exchange items that have been damaged due to lack of care or surrounding conditions.

8. Safety Precautions

A. Do not breathe helium from a balloon. Helium is not toxic nor flammable, but breathing it can result in asphyxiation (loss of consciousness due to insufficient oxygen).

B. Do not release ANY helium balloons outdoors. Power failures can result if these balloons become entangled in electric lines.

C. Popped latex balloons present a choking hazard for small children. Do not leave small children unaccompanied with latex balloons.

YOUR RESPONSIBILITY

Please take care when selecting the date and time of delivery for your event and when reviewing the products you have chosen. The Total Party Shop takes no responsibility for incorrect product or delivery date selection. By ordering with The Total Party Shop you agree to all the above terms and conditions.

If you have any questions during the order process please do not hesitate to call us on (02) 4365 3698 or email directly to thetotalpartyshop@gmail.com

Shop 5/162 The Entrance Road, Erina, NSW 2250

Website: www.totalpartyshop.com.au

Email: thetotalpartyshop@gmail.com