

Terms and Conditions

Important information for the purchase of our products.

We products are made on the day of delivery

- You must provide all the information necessary for the fulfillment of your order (name, age, colors, design, personalize balloon, with the theme) ex. Anniversary, birthday, baptism, etc.
- Delivery times for bouquets, garland, surprise boxes, boxes of roses, etc. we make deliveries from 9:00 am to 6:00 pm. You choose the delivery time.

We need full address for deliveries

- You can send the location by WhatsApp to our contact number if you wish, if you send the wrong address you may have an additional charge
- If you want to pick up the selected product, please keep in mind the size, for example the bouquets are mostly large, and you need a suitable and unoccupied vehicle for your transfer, You're responsible for the final results of how the product can arrive from the moment you picked them up until you reach out your destination.

It's your responsibility if you move the balloons from one location to another

- The helium balloons we use in our arrangements are made of latex; these last approximately 24 hours, but we guarantee their duration for 8 hours.
- We also use microfoil balloons and these can last more than 1 week depending on treatment and weather conditions. Be aware that helium latex balloons shouldn't be placed in front of an A/C as gas particles are compressed and balloons automatically deflated. Is a natural process that happens in cold natural climate
- They should not be placed directly into the sun, heat or steam also causes them to deflate or explode.
- Helium is not flammable, but these measurements help your balloons have greater durability Avoid place balloons in a hot car Dispose of balloons after they deflate, keep away from children and pets.
- Avoid dropping or bringing balloons closer to power cables, they can be electricity transmitters balloons after deflated, keep away from children and pets.

We post on our social networks and website our work, customer photos with our decorations, etc. If you don't agree to appear in our photos, please let us know in advance, so we will only post our decorations, bouquets. If for some reason you need to postpone the delivery, we can verify a new date base in our availability, if you want to cancel the service, only 50% of what is paid will be refunded.

We're not liable for damages or losses if you don't comply with the terms and conditions of this agreement.

Rental Policy for Marquee Letters, Numbers, and Furniture:

1. Reservations and Payments:
 - 1.1. All reservations must be made at least 1 day in advance and will be processed based on product availability.
 - 1.2. A 100% payment of the total is required at the time of booking to secure the availability of the products.
 - 1.3. Full payment must be received at least 1 day before the delivery date.
2. Rental Duration:
 - 2.1. The rental cost is valid for a 24-hour period.
 - 2.2. Any time extension is subject to additional fees and must be arranged with Colorina Party Events.
3. Additional Costs:
 - 3.1. Shipping, installation, and pickup costs are not included in the rental fee and will be applied as additional charges.
 - 3.2. Shipping costs will be calculated based on distance and communicated to the customer at the time of booking.
 - 3.3. Installation and pickup will be carried out by Colorina Party Events staff and are subject to additional fees.
4. Local Pickup:
 - 4.1. We do not offer the option of local pickup. All products will be delivered and picked up by Colorina Party Events staff.
5. Cancellations and Refunds:
 - 5.1. Under no circumstances do we accept service rental cancellations; however, a date change is possible based on availability with an additional cost of 15% of the total rental fee for rescheduling.
 - 5.2. No refunds will be issued for cancellations.
6. Damages and Losses:
 - 6.1. The customer is responsible for the products during the rental period.
 - 6.2. An additional charge of \$290 will be applied for damages or losses to marquee letters and numbers, determined based on the replacement value of the products.
7. Decoration:
 - 7.1. Rental cost does not include decoration services. If additional decoration is required, it must be discussed and agreed upon separately.
8. Acceptance of Terms:

- 8.1. By making a reservation, the customer accepts and understands the terms and conditions outlined in this rental policy.

We are committed to providing you with exceptional service. If you have any questions or need clarification, please feel free to contact us. Thank you for choosing Colorina Party Events!