

A2Z Balloon Company Terms & Conditions

The prices contained in our catalog are for commercial or wholesale purchases only. We require proof of business identity, sales tax license, and/or tax exemption certificate to establish a new account, otherwise retail prices will be charged. Prices and terms are subject to change without notice and we are not responsible for typographical pricing errors.

\$50 Minimum Order – Orders of less than \$50 are subject to a service charge of \$5 per invoice.

Minimum Foil Quantities 4" & 9" & 18" Foil Balloons: 10 balloons /style; Jumbo or Shape Foil Balloons: 3 balloons /style

Foil Balloon Discounts – Foil balloons are priced by the dollar amount of *foil* balloons ordered. In the catalog there are 3 prices under each balloon, if the total dollar amount of *foil* balloons ordered is:

Less than \$250 – You Pay the **First Price**

\$250 to \$500 – You Pay the **Second Price**

\$500+ You Pay the **Third Price**

Latex Balloon Discounts – Latex balloons are discounted by the dollar amount of *latex* ordered except where separate quantity discounts are noted in the catalog. If the dollar amount of *latex* balloons ordered is:

Less than \$250 – You Pay the **Listed Price**

\$250 to \$500 - Your price will be discounted by **10%**

\$500+ – Your price will be discounted by **15%**

Shipping

Orders are shipped UPS Ground unless otherwise requested by customer. Expedited delivery is available for an additional fee. Orders placed by Noon EST will be shipped same day, orders placed after Noon EST will be shipped the next day. We are not responsible for delays caused by seasonal demand; please allow one extra day to process your order if it is placed within two weeks preceding a major seasonal holiday.

Free Shipping Offer

Free UPS Ground shipping on balloon orders of \$250 or more excluding other charges. Free shipping is never available on weights, pre-inflated balloons, Hi-Float, or other bulky or heavy merchandise. For balloon orders of over \$250 that contain both balloons and heavy items, balloons will be shipped for free and only the portion of the freight cost related to the heavy or bulky items will be charged to the customer.

Backorders

Backorders will be cancelled unless customer specifically requests that backorders are to be shipped when product is available.

COD Shipments

Customer must pay UPS COD charges (currently \$9.00 per box). COD charges can be avoided by pre-paying with a credit card.

Shipment Errors

If your order is damaged or short, you must inform us within 3 business days of receipt of your order to receive a credit.

Defect & Return Policy

1. No refunds will be issued for defective merchandise; stock will be replaced or a credit issued that can be applied to future purchases.
2. Defective product must be returned within 30 days of purchase and the invoice number on which the merchandise was purchased is required for all returns. We reserve the right to refuse issuing a credit if invoice information is not provided.
3. We do not accept foil balloons that have been punctured, over-inflated, or cut and we do not accept display samples or close out balloons.
4. Returns of non-defective merchandise are accepted at A2Z's discretion and only within 10 business days of original sale with original invoice. A 20% restocking fee will be charged on all returns.
5. Unsold seasonal merchandise is not returnable. Defective seasonal product must be returned within 14 days of seasonal event.
6. Items sent to us for credit that were not purchased from A2Z will not be returned and no credit will be issued.
7. There is a 15% restocking fee for all refused orders.
8. No cash refunds. Refunds will be paid by check or if purchased on a credit card will be credited to the same credit card. If original purchase was by check, refunds will be held for 14 days from the original purchase date.

Helium Cylinder Ownership & Rental Charges

A2Z Balloon Company owns all helium cylinders with a neck ring containing any of the following words "Advance Novelty, Zakoor Novelty, A2Z Balloon Co. or Century Novelty." These cylinders are the property of A2Z and have never been sold to customers or the public and must be surrendered when empty or if the customer's account becomes delinquent. Purchasing an A2Z owned cylinder from a third party does not constitute ownership as no cylinders have ever been sold to a third party. Cylinder rent is charged at 15¢ per day per cylinder after 60 days of use. It is the customer's responsibility to return any cylinders before the end of the 60 day free use period to avoid rental charges. Cylinder rent is not billed as it is incurred, it is billed and due at the time the cylinder is returned.

Returned Checks – a fee of \$25 will be charged for all returned checks

Liability Policy

To ensure our customers are satisfied, we will make every effort to make up for our mistakes including, at our discretion, shipping replacement merchandise at our expense. However A2Z has no control over manufacturers' quality or common carriers so our liability is limited to replacement or reimbursement of defective merchandise. We are not responsible for lost profit, lost sales, lost helium or any incidental costs incurred by customer due to a product defect, a shipping error or a late delivery.

Michigan Jurisdiction

By accepting delivery from A2Z Balloon Company you consent that any disputes will be settled under the jurisdiction of the courts of the State of Michigan and Michigan law.