

Balloon Order Terms & Conditions (Pickup & Drop-off)

These terms apply to all balloon décor ordered through the website and paid in full at the time of purchase. These orders are fulfilled as either pickup or drop-off delivery and do not include on-site installation.

Order Confirmation & Payment

All orders must be paid in full at the time of checkout to be confirmed. Orders are processed based on availability and scheduled date/time selected.

Pickup & Transportation

Clients selecting pickup are responsible for ensuring their vehicle can safely accommodate the balloon décor.

A closed vehicle (SUV or larger with seats folded down and cleared space) is strongly recommended.

Clients must arrive at the scheduled pickup time. Late arrivals may result in delays or require rescheduling based on availability.

Balloons by Serenity LLC is not responsible for items that do not fit in the Client's vehicle or damage during loading, transport, or after pickup.

For safety and liability reasons, assistance with arranging or adjusting décor inside vehicles is not provided.

Delivery (Drop-Off Only - No Installation)

Delivery includes drop-off of balloon décor only and does not include setup, styling, or installation.

The Client is responsible for providing accurate delivery details and being available to receive the order at the scheduled time. Once delivered, responsibility transfers to the Client.

Balloons by Serenity LLC is not responsible for placement, setup, repositioning, or damage occurring after drop-off.

Balloon Care & Responsibility

Balloon décor is temporary in nature. Once picked up or delivered, responsibility transfers to the Client.

Balloons by Serenity LLC is not responsible for changes in condition due to transportation, weather, indoor/outdoor environments, children, pets, handling, or sharp objects.

Longevity cannot be guaranteed once décor leaves our care.

Design & Product Variations

Inspiration photos are used as a guide only. Final designs may vary slightly due to balloon availability, color variations by brand, and structural or design requirements.

A close match to the requested style and color palette will always be provided.

Order Timing & Changes

Orders should be placed in advance to ensure availability.

Changes requested after purchase may not be accommodated and may be subject to additional charges.

Cancellations & Refunds

All sales are final. Due to the custom nature of balloon décor and preparation required, refunds are not provided once an order is placed. If Balloons by Serenity LLC is unable to fulfill an order, a refund will be issued.

Outdoor & Placement Disclaimer

Outdoor placement may impact balloon condition. Balloons by Serenity LLC is not responsible for damage caused by weather or environmental conditions after pickup or delivery.

Freestanding décor (columns, stacks, etc.) should remain in place once positioned. Moving them may affect stability.

Photography

Balloons by Serenity LLC may photograph completed décor for portfolio, marketing, and promotional use.

Agreement to Terms

By placing an order, the Client acknowledges and agrees to all terms outlined above.