

Shipping & Return

Shipping

- Ship from: Balloon Party Box Shop in Tauranga, New Zealand
- Ship to: World Wide (All of the Countries)
- Handling Time: we ship items in 24 hours after payment.
- All items are shipped out during weekdays within 24 hours after payment via Courier Post and New Zealand Post : <https://www.courierpost.co.nz/> or <https://www.nzpost.co.nz/>
- We have 2 shipping services like below;

1) Standard Shipping:

- ❖ shipping in New Zealand flat rate \$7.50 below \$50 purchase
- ❖ with Tracking number and signature
- ❖ delivery Time: overnight shipping (North Island, Auckland, Hamilton, Tauranga, New Zealand)
- ❖ about 1-3 days shipping (South Island, Christchurch, Dunedin, Queenstown, New Zealand) *Note: Rural areas might take about 3-7 days.*
- ❖ about 7 - 14 days (Asia, North America, Europe and Australia Zone)
- ❖ about 18 - 25 days (Middle East, South America, Africa and etc)

2) Express Shipping:

- ❖ we can ship item by express shipping but please contact first for checking additional shipping fee as delivery location
- ❖ free shipping over \$50 purchase

Return Policy

Thanks for purchasing our products at Balloon Party Box.

We offer a full money-back guarantee for all purchases made on our website. If you are not satisfied with the product that you have purchased from us, you can get your money back no

questions asked. You are eligible for a full reimbursement within 7 calendar days of your purchase.

After we receive your item, our team of professionals will inspect it and process your refund. The money will be refunded to the original payment method you've used during the purchase. For credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement.

If the product is damaged in any way, or you have initiated the return after 7 calendar days have passed, you will not be eligible for a refund.

If you have any additional questions or would like to request a refund, feel free to contact us.