

## **REFUND POLICY**

### **1. INTRODUCTION**

1.1 For purposes of this Refund Policy, “we” or “our” refers to Balloon Party Box Ltd, and “you” or “your” refers to the customer. Please read this Refund Policy carefully as it constitutes your agreement with us.

1.2 By engaging us to provide our products, you agree to be legally bound by this Refund Policy. We reserve the right to change or modify this Refund Policy at any time.

1.3 Unless otherwise specified, any changes or modifications will be effective immediately and your continued use of our services after such time will constitute your acceptance of such changes or modifications.

### **2. DEPOSIT**

2.1 We do all we can to meet your high expectations and offer a service that you will love.

2.2 Kindly note that the deposit paid is strictly non-refundable and can only be redeemed by using it as credit.

2.3 Due to the nature of service we offer i.e., event set up, everything is on a pre-order basis therefore refund of the deposit is not possible.

### **3. CHANGES**

Balloon Party Box Ltd reserves the right to change this refund policy at any time. If we decide to change this refund policy, we will post those changes on the site, so that our customers are always aware.