

Return Policy

RETURNS

If you experience issues and concerns surrounding damaged or defective products, please call 800-972-7029, and adhere to the following guidelines:

1. Returns will only be accepted with prior approval. Please call or e-mail: customerservice@burtonandburton.com to obtain return authorization. Upon consent, **the goods must be returned with a copy of the invoice and in the original packing materials including inner cartons.** Example: set/6 mugs in the original gift box and then in the mail order brown carton. Incorrectly shipped merchandise must be returned in its original condition with the original packing materials. Product returned not in compliance with company policy is subject to refusal.
2. Returns must be made within 60 days of date of purchase.
3. Misused or abused products are not subject to return. Balloons that have been punctured or cut will not be accepted.
4. Damaged and/or defective products are replaced or credited at the discretion of the Customer Service Department.
5. Credit due will be applied to your account after receipt and evaluation of said merchandise.

Seasonal merchandise is not subject to return. If you did not receive merchandise you ordered or received incorrect merchandise, please contact us within 48 hours. Your satisfaction is important.

Returned merchandise is subject to a 20% restocking service charge.

PLEASE NOTE

The inks on foil balloons may run if in contact with water. The dyes on baskets may run if exposed to water. Sewn-in liners are not designed to hold water.

INFORMATION

SELF-SEALING FOIL BALLOONS
18" and larger sized foil balloons have self-sealing valves and do not require the use of a heat sealer.

INFLATORS

For proper inflation, use the correct valve:



Do not put helium in non-valved foil balloons smaller than 18".

GEORGIA LAW

By accepting delivery of the ordered products, you consent to the jurisdiction of any court in the State of Georgia and the laws of Georgia.

LIABILITY POLICY

Your sole and exclusive remedy against burton + BURTON™ is limited to the return and replacement of said merchandise. You shall have no right against burton + BURTON™ for incidental or consequential damages.

www.burtonandburton.com

How to Return Merchandise

Foil Balloons

Mark the flaw on each balloon. **Do not cut off the stems of balloons.** All stems must be attached. Over-inflated balloons, improperly heat-sealed balloons, and **balloons deflated by "stabbing" will not qualify as defective.** To properly deflate a balloon, insert a straw through the self-sealing valve or heat seal and push the helium or air out of the balloon through the straw.

Latex Balloons

Manufacturers do not replace single latex balloons. However, if an entire bag of latex balloons appears defective, return the entire bag for replacement.

Equipment

burton + BURTON™ guarantees equipment for 90 days after purchase. Beyond 90 days, the warranty shifts to the manufacturer and the end-user. Products out of warranty can be repaired for a fee.

Mugs, Plush, and Other Products

Mugs, plush, and other products with flaws can be returned.

1. Include a brief letter explaining the defect along with your business name, address, phone number, and your burton + BURTON™ customer number.
2. If applicable, include this sheet with foil balloon replacement choices noted on the other side.
3. Return merchandise to:
burton + BURTON™
Attn: Quality Assurance Department
325 Cleveland Road
Bogart, GA 30622-1732

Same family owned business since 1982, offering The Best in Service, Selection, & Satisfaction®.

The World's Largest Balloon and Coordinating Gift Supplier® offers you convenient shopping at your leisure.

www.burtonandburton.com

daytime
+ nighttime
ANYTIME®

Phone 800-972-7029 + Fax 800-880-9759
Phone 706-548-1588 + Fax 706-546-8482
325 Cleveland Road Bogart, GA 30622

Replacement Choices for Foil Balloons

When returning foil balloons which are not usable due to a manufacturer's defect, we will be happy to credit. If you prefer, we will replace foils.

You may choose a style from this sheet by filling in the quantity next to the size needed. Replacement balloon choices should be the same size as the balloons being returned.

If you prefer, you may request that the returned balloons be replaced with the same balloon design or you may send a list of your own replacement choices of equal value to the ones being returned. **Product numbers must be provided regardless of the option selected.**

If no replacement choices are given or checked on this sheet, and no product numbers are printed on the balloons, a credit will be applied to the account.



Happy Birthday
#0671
18"
9"
36"



Happy Birthday
#6306
18"
36"



Happy Birthday
#6134
18"



Happy Birthday
#6801
18"
9"



Happy Birthday
#0611
18"
9"



Happy Birthday
#A0543
18"
9"
36"



Happy Birthday
#4453
18"



Happy Birthday
#9682
18"



Happy Birthday
#A6957
18"



Character
#5114
18"



Get Well Soon
#6138
18"



Get Well Soon
#A0573
18"
9"



I Love You
#0580
18"
9"



I Love You
#6500
18"
4"
36"

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+BURTON
theTOTALgift experience™

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