

Replacement Choices for Balloons

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

You may choose a style from below by filling in the quantity next to the size needed. Replacement balloon choices should be the same size as the balloon 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 below, and no product numbers are printed on the balloons, a credit will be applied to the account.



Happy Birthday
#A61416

18" Qty _____
 9" Qty _____



Happy Birthday
#A61587

18" Qty _____



Happy Birthday
#A61090

18" Qty _____
 9" Qty _____



Happy Birthday
#A61415

18" Qty _____
 9" Qty _____



Happy Birthday
#A61441

18" Qty _____
 9" Qty _____



Happy Birthday
#A61283

18" Qty _____



Over the Hill
#A66144

18" Qty _____



Happy Birthday
#47567

18" Qty _____



Happy Birthday
#47183

18" Qty _____



Character
#48691

18" Qty _____
 9" Qty _____



Get Well Soon
#A61479

18" Qty _____



Get Well
#A61418

18" Qty _____
 9" Qty _____



Love You
#0763

18" Qty _____
 9" Qty _____



I Love You
#A6522

18" Qty _____



www.burtonandburton.com

800-241-2094 Fax 800-880-9759

706-548-1588 Fax 706-546-8482

325 Cleveland Road Bogart, GA 30622

Customer #: _____

Store #: _____

Phone #: _____

Contact Name: _____

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Return Policy

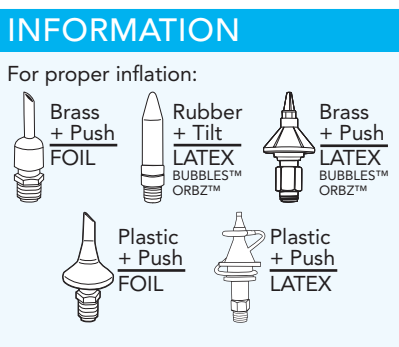
CLAIMS/DAMAGES

Your satisfaction is important! If you have concerns regarding damaged or defective products, did not receive merchandise you ordered, or received incorrect merchandise, please contact one of our friendly Customer Service Specialists at 800-972-7029 within 48 hours of receipt.

RETURNS

Please observe the following guidelines:

1. All returns must be authorized by a member of our Customer Service Department prior to returning the merchandise. To obtain return authorization, call or email us: customerservice@burtonandburton.com. Upon approval, **the goods must be returned with a copy of the invoice and in the original packing materials including the brown outer cartons.** Products not returned in this manner may be subject to refusal.
2. Returns must be made within **30 days** of the date of purchase.
3. Seasonal merchandise is not subject to return.
4. Misused or abused products may not be returned and will not be accepted/credited. This includes balloons that have been punctured or cut.
5. Credit due will be applied to your account after receipt and evaluation of returned merchandise.
6. **Returned merchandise is subject to a 20% restocking service charge.**



PLEASE NOTE

The inks on 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.

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.

HOW TO RETURN MERCHANDISE

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 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

Family owned since 1982, The World's Largest Balloon and Coordinating Gift Supplier® offers you The Best in Service, Selection, & Satisfaction®.



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