

Sparkle and Swag, LLC

Product and Service Statement

Sparkle and Swag cannot guarantee the lifespan of your balloons and décor after they are picked up/delivered. All balloon sales are final sale. Balloons and much of our party supplies are, by nature, temporary items: Although Sparkle and Swag only purchases the finest quality balloons and decor, some balloons will occasionally deflate sooner than expected and will also be adversely affected by wind, rain, rough handling, sunlight and other uncontrollable factors. Some décor will fade in direct sunlight, and elements such as wind and/or rain, direct air conditioning, and other factors may move structures that we have secured outdoors to the best of our ability.

Due to the unexpected circumstances that can occur with any event, we reserve the right to make changes only in the best interest of our clients.

While we will do our absolute best to secure any and all structures or installations that we provide, we are not responsible for any injuries or harm that may come from these structures once we leave a site.

If renting any object or structure from Sparkle and Swag, you are entirely responsible for any and all damage done to this structure (excluded those outside of your control). In the event that any rental item is returned damaged or not returned by the agreed upon date the customer is responsible for the entire cost of replacement or repairing of the rented item.

Total cost of rental items: N/A

Deposits and Final Payment

For large events, a deposit of up to 50% of total cost is due 10 business days before your event date. Final payment is due 3 business days before your install date. If final payment is not rendered, you will forfeit your deposit and your install will not be delivered.

Cancellation Policy

Should you need to cancel your order, you must submit your cancellation in writing (email is permitted) ***a full (5) business days before the day of your install.*** If you do not adhere to this cancellation policy, the full invoice amount will be due the day of your planned install. All deposits are final. Should you need to cancel your order, you will not be refunded your deposit.

Weather Clause

In the event that the weather become an issue for your event, client's may have a "raincheck" if they contact Sparkle and Swag 36 hours prior to their install. Should a client not have an alternative weather plan on file and does not contact Sparkle and Swag a full 36 hours prior, full payment for the project will be due.

With or without formal cancellation, Sparkle and Swag will not do any installation which risks the safety of our team members. This includes our right to not install during severe weather, any major threatening event, or in any circumstance where proper safety precautions have been put into place prior to arrival. This is completely up to the discretion of the Sparkle and Swag staff, and if any team member arrives on site and feels unsafe for any reason, we reserve the right to leave without return of deposit.

I understand and agree to all terms above

Print: _____

Sign: X _____

Date: _____