**Bill's Balloons OUTLET Customer Support FAQ**

Welcome to Bill's Balloons OUTLET Customer Support FAQ! Here, you'll find answers to the most common questions about shopping with us, our products, and our store policies. Our goal is to ensure you have a smooth and enjoyable shopping experience.

**About Bill's Balloons OUTLET**

**Q: What is Bill's Balloons OUTLET?**  
A: Bill's Balloons OUTLET is your go-to online store for a wide variety of balloons. Whether you're planning a birthday party, wedding, corporate event, or just looking for something to brighten your day, we've got balloons that will suit every occasion.

**Q: Where is Bill's Balloons OUTLET located?**  
A: We operate entirely online! This allows us to serve customers nationwide without the need for a physical storefront.

**Q: How can I contact customer service?**  
A: You can reach our customer service team by email at support@billsballoonsoutlet.com or by phone at 1-800-BALLOON (1-800-225-5666). We're here to help you Monday through Friday from 9 am to 5 pm EST.

**Ordering & Shipping**

**Q: How do I place an order?**  
A: Orders can be placed directly on our website. Browse our product categories, select your desired items, and follow the checkout process. If you need any assistance, our customer service team is more than happy to help.

**Q: Can I modify or cancel my order?**  
A: Yes, you can modify or cancel your order within 24 hours of placing it. Please contact our customer service team immediately to make any changes.

**Q: What payment methods do you accept?**  
A: We accept all major credit cards, PayPal, and Bill's Balloons OUTLET gift cards.

**Q: Do you offer international shipping?**  
A: Currently, we only ship within the United States.

**Q: How long does shipping take?**  
A: Standard shipping usually takes 3-5 business days. Expedited shipping options are available for an additional fee if you need your order sooner.

**Returns & Exchanges**

**Q: What is your return policy?**  
A: We accept returns within 30 days of purchase for most items in new and unused condition. Some restrictions apply, so please visit our website for detailed information.

**Q: How do I process a return or exchange?**  
A: Please contact our customer service team to initiate a return or exchange. They will provide you with the necessary instructions and return shipping label.

**Products**

**Q: What types of balloons do you offer?**  
A: We offer a wide range of balloons, including latex balloons, foil balloons, balloon bouquets, custom printed balloons, and specialty balloons for all types of occasions.

**Q: Can I order custom balloons?**  
A: Absolutely! We specialize in custom balloons for personal events, corporate branding, and everything in between. Contact our customer service for more information on custom orders.

**Q: How do I know which size or type of balloon to choose?**  
A: Each product description on our website includes detailed information about the size, material, and recommended use of the balloon. If you're unsure, our customer service team can guide you to the perfect choice for your needs.

**Privacy & Security**

**Q: Is my personal information secure with Bill's Balloons OUTLET?**  
A: Yes, we take your privacy and security very seriously. Our website uses SSL encryption to protect your personal and payment information. We do not sell or share your information with third parties.

**Q: How do you use my contact information?**  
A: We use your contact information to process your order, communicate with you about your purchase, and send you occasional promotions or updates about our products. You can opt-out of marketing communications at any time.

Thank you for choosing Bill's Balloons OUTLET! If you have any further questions, don't hesitate to reach out to our customer service team. We're here to ensure your experience with us is nothing short of fantastic.