

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: What payment methods do you accept?

A: We accept all major credit cards, Paypal, and Bill's Balloons OUTLET gift cards.

Q: Do you accept cash on delivery?

A: Yes we accept cash on delivery.

Q: Do you offer international shipping?

A: Currently, we only ship within the United States. However, we're exploring international shipping options for the future!

Q: How long does it take to process and ship orders?

A: Orders typically process within 1-2 business days. Standard shipping takes 3-5 business days, while expedited shipping is available at an additional cost.

Q: Can I customize my balloon order?

A: Absolutely! We offer a range of customization options, including colors, messages, and designs. Just select the "Customize" option on our product page.

Q: Do you offer returns or exchanges?

A: Yes, we accept returns within 30 days of purchase for unused and unopened products. For more details, visit our [Return Policy](#) page.

Q: How can I track my order?

A: Once your order is shipped, we'll send a tracking number via email so you can keep an eye on its progress.

Q: Do you offer discounts for large orders or events?

A: Yes! We provide special pricing for bulk orders and events. Please contact our customer service for more information.

Q: Are the balloons biodegradable?

A: Yes, our latex balloons are made from natural latex and are 100% biodegradable.

Q: What should I do if my order arrives damaged?

A: If your order arrives damaged, please reach out to us within 48 hours with a photo of the issue, and we'll be happy to assist with a replacement.