**Return Policy**

Our main goal is to ensure you are 100% satisfied.  We gladly accept returns for exchanges within 5 days of purchase in the original unopened package accompanied with the purchase receipt.   Buyer pays the return shipping fee.

**The following items are non-returnable:**

* Wearables (this includes costumes, tutus, gloves, stocking/tights/socks, hair pieces, wigs/hair extensions, bikini tops, shoe covers, shirts, pants, etc)
* Cosmetics (prosthetics, facial hair, hairspray)
* Helium Tanks and Fuel Burners
* Unpackaged Inflatables (balloons, beach balls, etc; anything orally inflatable)
* Cardboard Standups
* Anything Edible (candy, chocolate, etc)
* Balloon Weights, Silly String, Large Decoration Props
* Special Effects Machinery (fog machines, disco balls, strobe lights, etc)
* Flags, Sky Lanterns, Oversized Candy Bowls and Glasses
* Any Discounted or Discontinued Item
* No returns or exchanges on balloons, balloon sales are FINAL

**Please, note the following**

* **We only replace items if they are defective or damaged.**
* **All seasonal items can be returned no later than 3 days before the holiday or special occasion.**

**i**f you need to exchange it for the same item, send us an email at **support@partyplace.com** and follow the return instruction below.

**Return Instructions**  
To ensure accurate credit, please copy and fill out the form below completely and place it in the shipping box with the product you want to return within 14 days of the purchase. Again, only authorized unused products in their unbroken seals and packaging may be returned

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| Party Place & Rentals Returns Team  Order # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 1919 Faithon P. Lucas Sr. Blvd, #135 Mesquite TX 75181 | Return Reason Codes  Defective  \_ \_ \_ \_ \_ \_ \_ \_\_ \_ \_ \_  Damaged \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_  Other \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_\_ |

**BUYER PAYS FOR THE RETURN SHIPPING FEE AND BE SURE TO INSURE THE PACKAGE FOR YOUR PROTECTION.  WE CANNOT ACCEPT PACKAGES RETURNED C.O.D.**

An exchange will be shipped within 7 days of the returned package