

Defective balloons must be brought to our attention immediately and must never have been used. The unused, defective balloon must be returned to Discount Helium/Balloon Basics, with prior approval, unused and in its original packaging. Defective balloons include only balloons that have a hole in them and cannot be inflated and DOES NOT include balloons that pop due to over-inflation or improper filling.

We do not give refunds under any circumstances for Chloroprene Balloons because their filling and usage are beyond our control. Therefore, we suggest that you follow a few guidelines to prolong the life of your balloon.

- DO NOT fly balloons in windy conditions or bad weather
- DO NOT fly balloon near buildings or other objects that could pop the balloon if contact is made
- Allow the balloon maneuvering area-Remember, the balloon will move around with the wind, and even a moderate breeze will cause the balloon to sway.
- DO NOT leave the balloon up over night. Although the balloon need not be uninflated, the balloon should be brought down and secured overnight.
- DO NOT inflate indoors
- Have pennant securely tied to column/rooftop/etc. and ready to tie on balloon prior to begin inflation of balloon