



REFUNDS AND RETURNS POLICY

Although we hope you are delighted with your purchase, if you are not completely satisfied with party-ware or non-personalised items, please notify us at thepartyco@hotmail.com within 14 days of receipt. Items should be returned within 30 days and in their original condition with the packaging intact.

Unfortunately, we do not offer a pre-paid return option and therefore if a postal service is used to return the items, it is at the sole discretion of the purchaser. Once the items have been received, the product will be inspected and refunded, excluding any delivery costs on the order.

We are unable to accept returns on inflated or custom-made orders. Due to their nature, they are personalised and created for each individual customer and as a result, cannot be reused or resold.