

# F.A.Q. (Frequently Asked Questions)

## *What exactly is 'A Pop of Joy' experience?*

A Pop of Joy creates a moment of happiness, excitement and appreciation for that special someone. We display your gifts in a unique and fun way. It's all about the experience and giving that wow factor while presenting your gifts. We style according to your suggested theme and personalize with beautiful popping surprises beautifully presented for any occasion. If you are looking for an unusual yet striking way to present your gift, A Pop of Joy is your go to.

## *How does your service work?*

We understand that gifting provides a special personal touch so we are happy to offer you two options:

1. The client would provide us with their own gifts, please ensure the gifts can fit through a **12cm** diameter for access into the balloon. This will need to be dropped off on an agreed date, time and location.
2. We can go out and purchase items for you based on your budget, plus \$10 service fee. We also have a small (but growing) product list for you to choose from. You tell us what you want and we will make it happen.

## *Can I put anything in the balloon?*

Sure you can! Once it can fit or be manipulated to fit a **12cm** diameter circle through the balloon opening. Not too heavy and not sharp. Examples of gift ideas are low top sneakers, a bottle of wine, small purse or handbag, teddy bear, small item clothing etc.

## *What is the product list?*

The Pop of Joy experience starts at \$40. This includes the inflated 18" clear balloon, satin ribbon, confetti, carrier box and a one word minimum personalization text on balloon. \$10 for two or more personalized text.

Our product list includes premium chocolates, wines, champagnes, wine tumblers, champagne flutes, mugs, coasters, candles, etc. Prices vary, please inquire.

For a more personal POP of Joy experience you can include add-ons such as fairy lights, seasonal flowers and artificial flowers for a lasting effect. Please inquire.

## *How do I order?*

Please complete the order inquiry form or email us with as much information as possible so that we can email you the quote. **Please note, all orders are not confirmed until payment has been paid**

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**in full.** All invoices must be paid within 24 hours or they will be cancelled. Your invoice will contain a direct link to a secure Square payment page. These are the only form of payment that will be accepted at this time.

*How far in advance do I need to place the order?*

We require at least **1-2 weeks** notice. However, we are accommodating and if you message us within 48 hours of your event, we will do our best to get your Pop of Joy ready!

*Where are you located? Do you ship interstate or internationally?*

We are based in Central Brooklyn, New York. Due to the sensitive nature of balloons, we do not ship interstate or internationally.

*Do you deliver?*

We offer curbside pickup and local delivery within the neighbourhood. **Please note a delivery fee will vary depending on location.**

*How long do the balloons last?*

Our balloons are of high quality latex brand which like all balloons are prone to oxidation over time . Full optimization without fog can be 3-4 days depending on the condition kept. However, it can last up to 2-3 weeks. Please note they are still balloons and can easily be popped. Its lifespan depends on the care and environment it is kept in. Please keep balloons away from sharp objects unless you are ready to have them popped. For maximum enjoyment, please be careful in your handling and surroundings. We recommend taking it from our location straight to the recipient or if needed kept overnight in a cool dark environment.

*How can I change my order?*

You may contact us via email immediately with changes you would like to be made. Changes will not be granted 48hrs prior to the delivery/pick up date. This depends on whether aspects of the product have already been produced. To ensure availability ,please do not hesitate to contact us.