Hulppa,
95 School Road
Shepparton East VIC 3631,
Australia
ABN - 26 647 403 307

Website Terms

Orders

You place an order with Hulppa by (1) agreeing to these Terms and Conditions and (2) submitting an order through the www.hulppa.com website or any Hulppa-authorised ordering channel.

Completion of your order occurs when you select the *Confirm* button. By doing so, you confirm that (1) you agree to these Terms and Conditions, (2) you are 18 years of age or older, and (3) you wish to proceed with the services you have requested.

Information displayed on the Hulppa website does not guarantee that we can or will provide any service. However, if you submit an order, we will make reasonable efforts to fulfil it.

Once your order is submitted, Hulppa will send you an Order Confirmation email describing your request. Your order is not legally accepted, and no contract exists between you and Hulppa, until your order passes our internal verification checks, including checks for credit card or identity fraud.

We may request additional information to verify your identity and age prior to accepting your order. We may refuse any order at our absolute discretion if we are not satisfied with verification results.

Payment Methods

Payments may be made via PayPal or credit card (Visa or Mastercard). All payments are processed in Australian Dollars (AUD $).

Payments will not be finalised until verification checks on your order are complete. Orders placed on weekends or public holidays may not be processed until the next business day.

As part of fraud prevention procedures, we may request further identification before processing your payment.

For payment-related enquiries, please refer to the contact details available on the Contacts page of our website.

Exchange Rate Considerations

All prices listed or quoted are in Australian Dollars (AUD $). If you pay using a different currency, your bank or card issuer may apply conversion fees.

Hulppa,
95 School Road
Shepparton East VIC 3631,
Australia
ABN - 26 647 403 307

Estimated Pricing

Unless stated otherwise in writing, any estimate of fees, costs or charges for services is indicative only.

Estimates are not quotes and are not binding.

Unless stated otherwise, estimates exclude GST, which is added once an order is confirmed and payment is processed.

Professional Service Fees

Service fees are calculated based on the time required and the skill level of staff delivering the service. Where an estimate has been provided, it will outline the relevant costs.

If the scope of work changes from what was originally quoted, the final invoice will be adjusted accordingly.

Prices Subject to Change

Hulppa makes every effort to maintain accurate pricing. However, prices may change without notice.

Risk

Risk passes to you once any physical materials (if applicable) are handed to the delivery service in undamaged condition. If Hulppa certifies in writing that the item was provided to the delivery service free from damage, that certificate will be considered conclusive.

Order Changes and Cancellations

Once an order has been submitted and accepted by Hulppa, cancellations are not permitted.

Changes—such as adjustments to service details or contact information—may be allowed where feasible, but may incur administration fees payable prior to the change being processed.

Force Majeure

Hulppa is not liable for any failure or delay in performing obligations under these Terms if caused by events beyond our control, including but not limited to natural disasters, war, terrorism, labour disputes, or disruptions to utilities or internet services.

Hulppa,
95 School Road
Shepparton East VIC 3631,
Australia
ABN - 26 647 403 307

In such cases, Hulppa may be granted a reasonable extension of time to perform obligations.

Enforceability

If any section of these Terms is found unenforceable, the remaining sections remain valid. Failure by either party to enforce any part of these Terms does not affect future enforceability.

No Right to Assign

You may not assign any rights or obligations under these Terms without Hulppa's prior written consent. Any unauthorised assignment is void.

Copyright and Website Access

All website content is copyright Hulppa. No material may be reproduced for commercial purposes without our prior written permission.

Email Contact

By purchasing services from Hulppa, you consent to receiving emails from us, including updates and offers. All our emails include an option to unsubscribe at any time.

Changes to These Terms

Hulppa may update these Terms at any time. It is your responsibility to check the website regularly to stay informed of the current version.

Warranties and Liability

To the fullest extent permitted by law, Hulppa excludes all warranties, representations, or terms not expressly stated in these Terms.

Our liability for any loss or damage is excluded except where it cannot be excluded under Australian Consumer Law. In such cases, our liability is limited, at our discretion, to resupply or replacement of the affected services.

Responsibilities

Hulppa will deliver services professionally and within agreed timeframes.

You must provide accurate, complete information and reasonable access to relevant individuals or

Hulppa,
95 School Road
Shepparton East VIC 3631,
Australia
ABN - 26 647 403 307

documents needed for Hulppa to perform services. Hulppa is not responsible for loss or errors resulting from inaccurate or incomplete information supplied by you.

Governing Law

These Terms and all related contracts are governed by the laws of Victoria, Australia. Both parties submit exclusively to the jurisdiction of Victorian courts for any disputes.

Information Accuracy

Hulppa strives to ensure website information is accurate and current, but information may change without notice. We cannot guarantee accuracy at all times.

If you intend to rely on any information on our website, you should verify it independently before acting on it.

Service Delivery and Logistics

Where applicable, and subject to availability, any physical materials or documentation provided as part of Hulppa's services will generally be dispatched within 72 hours of order confirmation and payment.

Logistics costs may change due to factors outside our control. If a carrier or third-party provider adjusts their rates, we will notify you of any resulting changes.

Risk

Risk transfers to you once any physical materials have been handed over to the delivery service in undamaged condition.

After this point, any claim relating to loss, damage, or defect must be made directly with the delivery service.

If Hulppa issues written confirmation stating that materials were handed to the delivery service in good condition, that statement is considered conclusive between you and Hulppa.

Order Changes and Cancellations

Once an order is submitted by you and accepted by Hulppa, it cannot be cancelled.

Where feasible, we may permit changes—such as updated contact details or delivery information—but any approved change may incur an administration fee, payable before the adjustment is

Hulppa,
95 School Road
Shepparton East VIC 3631,
Australia
ABN - 26 647 403 307

processed.

Force Majeure

Hulppa is not responsible for delays or failures to meet obligations when caused by events beyond our control, including but not limited to natural disasters, war, civil unrest, terrorism, government restrictions, labour disputes, or utility and telecommunications outages.

When such events occur, Hulppa is entitled to a reasonable extension of time to fulfil its obligations.

Enforceability

If any part of these Terms is deemed unenforceable, the remaining provisions continue in effect.

Any failure by either party to enforce any term—now or in the future—does not affect the enforceability of these Terms.

Refund and Returns Policy

Hulppa does not offer refunds for change-of-mind purchases.

If you ordered the incorrect service or product and require an exchange, contact support@hulppa.com to arrange this. Additional costs may apply.

If a service or product is defective or incorrect, contact us and we will arrange a replacement where possible. If replacement is not feasible within a reasonable time, we may offer an alternative service or a refund.

Statutory guarantees under Australian Consumer Law apply and are not replaced or limited by these Terms. For more details, visit www.accc.gov.au.

Please contact us if you need clarification or wish to discuss any part of the Hulppa Terms and Conditions.