

Account Application Form
(please complete IN FULL)



Name:			
Company:			
Registration #:	For example, your Limited Company number. If you do not have a company (i.e. you are a sole trader), but have an active web site, please give the web site address instead.		
Address: (no PO Boxes please)			
Town/City:			
County/State:		Post/ZIP code:	
COUNTRY:			
Telephone:		Fax:	
Email:			
Web Site:			
Credit Card for payments:	Card Type:	(VISA, MasterCard, Amex, Maestro)	
	Card Number:		
	Card Expire Date:		
	Name on Card:		
	3-digit Security Code:	(last 3 digits on reverse of card)	

I have read and I agree to the HulaKula Terms and Conditions of Trade (overleaf).

Signature: _____ Name & Position: _____

Please fax this completed form to our Head Office in Thailand at: **+66 2966 5274**

Customers from the USA please fax us at: **011 66 2966 5274**

NOTE: You can telephone us to give us your credit card details, if you are not comfortable with faxing. We also accept payment via Bank Transfer. We will get back to you by email with your account number to access our reseller ordering system. Your CREDIT CARD is NOT charged until you place your first order with us.



updated 31 August, 2007

HULAKULA ~ TERMS AND CONDITIONS OF TRADE

INTERNATIONAL DELIVERY & TRANSIT TIMES

Once your order is received, please allow one business day processing time before your order is shipped, although we will usually be quicker.

Please allow at least 10 business days in transit time to receive your package*

*Please note that we cannot be held responsible for delays due to Customs in your country holding packages for random-inspection. This can happen to ANY package from time to time. Deliveries can sometimes arrive in just 2 days, but please allow up to 10 business days from date of dispatch of non-custom items.

Please note we CANNOT ship to PO Boxes under any circumstances.

Please note that where we ship directly to a customer for you, we can provide a shipping reference. However, if the customer claims to NOT have received the product within 28 days, you will need to RE-ORDER the product for the customer. In the meantime, we will start a 'trace' on the package which can take up to 90 days for a final response from the post office. If the package has been 'lost' by the postal services, we will refund your order on completion of the post-office investigation.

CUSTOMS AND DUTIES

Be advised that your country may impose duties, taxes and other fees which you will have to pay before your order will be released from customs. If you are unsure and need more information, please contact your local trade or customs office for details. Customs fees are the responsibility of the consumer. However, all *single* items we ship are marked as under \$10 in value, well below the threshold for import duties in many countries.

FAULTS:

Please note that ALL items we ship are pre-checked for quality. However, in the very unlikely event an item is delivered faulty, please email us immediately at info@hulakula.com

RETURN INSTRUCTIONS

Carefully package the unworn items to be returned and enclose instructions (including your Account Number/email etc) indicating if you want a refund or an exchange.

If you want to exchange, be sure to indicate which items you would like.

If there is a difference in price between the items you are exchanging, your credit card will be either credited or charged for the difference.

Exchanges and returns take about 2 weeks to process. Allow an additional 2 weeks to receive your exchange and for return credits to show up on your credit card statement. Please note that we DO NOT refund shipping costs.

Ship your package to HulaKula or to our local distributor (we will advise you which). We strongly recommend purchasing insurance since we cannot be responsible for lost or damaged returns.

We'll either exchange or issue a credit to your credit card, depending on how you originally paid for your purchase within 2 weeks of receiving unworn/unused merchandise.

If customers order the wrong size from you, you must order a new size from us. You need to keep the item returned to you as your own stock. If required, we can supply you with a new sticker or bag if the returned bag and/or sticker is damaged by the customer opening it etc.

Custom-made items cannot be returned.

PRIVACY POLICY

Your information provided to us via the internet is never sold, traded or shared. We take your privacy very seriously.

If there are ever any questions about an order, we will contact you via email or phone, and we will not process your credit card until we are sure of the validity of the order.

All customers' details are held by HulaKula for ordering purposes only. We do not pass any details onto any other company whatsoever.

All credit card payments appear on your statement as **IMS Communications** and are processed through SecureTrading. You will be advised if an alternative payment processor is used for your location or currency.

All orders are packaged in secure, plain wrapping, with no reference to the contents or HulaKula.