



Shipping policy

Order processing times for online courses

After you place your order, it will take up to 2 business days to set up your account. Orders received after 5pm will be processed the next business day. We don't work on weekends or public holidays.

You will receive another notification when your account is ready.

Order processing times for printed course kits

After you place your order, it will take 7 business days to get your order printed and ready to ship. Orders received after 5pm will be processed the next business day. We don't work on weekends or public holidays.

Our order processing times are separate from and additional to the shipping times you see at checkout.

You will receive another notification when your order has shipped.

There may be potential delays when there are a high volume of orders or postal service problems. These are outside of our control. We will let you know if either of these conditions are taking place.

Domestic and international shipping options for printed course kits

All delivery addresses must be street addresses, not post office boxes. Ideally, someone would be present at the address to accept the delivery.

Australia: We ship to all Australian addresses for free. Depending on your location, delivery may take up to 14 days.

International: We don't have set rates for international shipping, but we'll be happy to calculate them for you. Please contact us at support.HHWW@proton.me and send us your questions. Your order may be subject to import duties and taxes (including VAT), which are incurred once your order reaches your destination country. *UltraPRINT (Aust) Pty Ltd*, makers of the *HHWW Course*, is not responsible for these charges if they are applied. These are your responsibility as the customer.

How do I check the status of my order?

When your order has shipped, you'll receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 14 days of receiving your shipping confirmation email, please contact us at support.HHWW@proton.me with your name and order number, and we'll look into it for you.

Refunds and damaged items

Full details are in the *Refund Policy* on the [HHWW Resources](#) page.

Refunds: If you've used the course as intended and the course hasn't helped your child, I haven't earned your money and will gladly refund it. Please see the *Refund Policy* on the [HHWW Resources](#) page for what you need to do.

Damaged items: In the event that any items in your order arrive damaged, email photos of the damage to us within 7 days of receiving them. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please don't hesitate to contact us at support.HHWW@proton.me.