

# Beeman Honey Shipping Policy

Beeman Honey is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how our online orders are shipped.

Last update: 21/01/2024

## Pick Up

Pick up can be made during business hours from our warehouse.

## Processing Time

All orders placed will typically be posted within 1-3 business days after payment has been received. Processing times may extend slightly during peak promotional periods.

## Shipping Methods

All orders will be shipped with one of our couriers, including, but not limited to: AustraliaPost, CouriersPlease, Aramex, HunterExpress, and TNT Express. All queen bees will be shipped via AustraliaPost Express.

## Order Tracking

Once your order has been dispatched, you will receive correspondence containing a tracking number, enabling you to monitor the progress of your goods in real-time.

## Shipping Costs

Shipping costs will be calculated on the basis of the weight and dimensions of your goods during checkout. An order may be cancelled if the shipping costs are deemed to be overinflated.

## Addresses

To prevent any delays or incorrect misdeliveries, please ensure your address is accurate and up-to-date. We cannot be held responsible for orders shipped to incorrect addresses.

## **PO Boxes & Parcel Lockers**

Delivery to PO Boxes and Parcel Lockers is available throughout Australia, however, in rare cases we may reach out to you for a home or business address if your package is bulky or overweight.

## **Delivery to Depots**

It is possible for bulky or overweight items to be delivered to a depot. Should you wish to arrange this, please contact us prior to placing an order online.

## **Delays**

Occasionally, unforeseen circumstances, including, but not limited to, adverse weather, carrier delays, bushfires, and customs inspections, may result in delays. Should you have any concerns about delays regarding your goods, it is recommended contact be made with the relevant courier.

## **Refunds & Returns**

In the unfortunate event that your parcel arrives damaged, or you received an incorrect item, please contact us as soon as possible. Please include images of the damaged goods in question when lodging a return request.

For more information regarding refunds and returns, please see our Refunds & Returns Policy.

## **Refunds & Returns**

An order may be cancelled and fully refunded if it has not already entered the processing stage. For orders that have already entered the processing stage, cancellation will incur additional fees at the expense of the buyer. It is important that contact be made with Beeman Honey as soon as possible regarding a cancellation request.

## **Buyer Cancellations**

An order may be cancelled and fully refunded if it has not already entered the processing stage. For orders that have already entered the processing stage, cancellation will incur additional fees at the expense of the buyer. It is important that contact be made with Beeman Honey as soon as possible regarding a cancellation request.

## **Seller Cancellations**

At all times, Beeman Honey reserves the right to cancel an order prior to the processing stage for any reason. The buyer will receive a full refund in this case.

## **Policy Updates**

This Policy may change from time to time and is available on our website.

## **Shipping Policy Complaints and Enquiries**

If you have any queries or complaints about our Shipping Policy please contact us at [www.beemanhoney.com.au](http://www.beemanhoney.com.au)