



# Sunny Bee Honey Farm

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253-951-2687

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## **PLEASE READ CAREFULLY!**

### **PAYMENT FOR YOUR PACKAGES IS DEEMED ACCEPTANCE OF ALL TERMS AND CONDITIONS.**

*If you have questions, please call Alicia at 253-951-2687 before payment is given.*

## **TERMS AND CONDITIONS**

- SCHEDULE:** Packages are tentatively scheduled for disbursement on Wednesday, 4/18, and Thursday, 4/19. If this information changes, we will make every attempt to notify you via email. We will also post this information on our web site and our Facebook page. If you have not provided us with an email address, it is your responsibility to check the web site or FB page for updates. Though we strive to keep everyone informed, phone calls are not guaranteed. Please notify us if your contact information changes!
- CAGE DEPOSITS:** Bee package cage deposits are refundable if returned by Saturday, October 27th, 2018! It is best to store cages indoors, away from the elements. Cages must be returned in a clean, dry condition, with no damage to wood or screen, for full amount of deposit to be refunded. Damaged cages will be issued a partial refund, based on the extent of the damage. You may have your bee package cage fee returned to you in cash, or you may use it as an in-store credit towards a purchase.
- BEE PICKUP DEADLINE:** Stories abound of people not picking up their packages. It is unhealthy for the bees to be in the package for extended periods. So, please know that if you do not pick up your package within 48 hours of it being available to you, I will give your package and you will be responsible for the cost of equipment, hive management, and feed. You are responsible for moving your hive after the account is settled. Hives left longer than one week are forfeit. No refund will be issued.
- REFUNDS:** Bee package payments are refundable **ONLY** under the following conditions: You cancel your order with a minimum of two weeks notice prior to disbursement date; AND I can resell your package to someone on a waiting list. If those conditions are not met, no refund will be issued.
- PACKAGE QUEEN GUARANTEE:** Because of different management methods, SBHF will only guarantee package queens for the day of pickup only. On rare occasions, a queen may be found dead in her queen cage. When hiving your package, should you find your queen in this condition, call us immediately! Arrangements will be made for you to return your dead queen, in her unopened cage, and a new queen will be issued to you.
- NONPACKAGE QUEEN GUARANTEE:** Our queens are sold in a queen cage without attendants. Because of this, it is critical that your split be ready to accept a new queen. Because of different management methods, and individual issues (including but not limited to there being a possibility of a queen already existing in your hive or trying to introduce a new queen too quickly), nonpackage queens are not guaranteed once leaving Sunny Bee Honey Farm.