



# GOLD STAR HONEYBEES®

## Bee Order Policies - Pickup

**Just in Case packages.** It's hard to know what to do about ordering bees if it's still too cold out to see whether your bees have survived the winter yet. No one wants to order more bees than they need. With us, you can order a package, "just in case." If you don't need them, you can cancel that package up until 14 days before Bee Pickup Day, and pay only the \$25 cancellation fee outlined below.

**Cancellations.** There will be a \$25 handling fee charged on cancelled bee orders. Order must be cancelled 14 days **before** Bee Pickup Day to receive a refund of the balance of the purchase price.

### How to safely transport your bees home:

THINGS YOU SHOULD DO:	THINGS YOU SHOULD NOT DO:
Protect the package from direct wind.	Please don't transport bees in the open bed of a pickup, or with all the windows open in your car, or with the air conditioning blowing directly on them.
Protect the package from direct sun.	Please don't set them on the dashboard or back deck of your vehicle.
Protect the package from ANY very extreme heat or cold.	Please don't transport them in your trunk, or in a closed tote or tightly sealed container of any kind.

\*\*\*Avoid transporting bees in vehicles that transport yard or farm chemicals.

\*\*\*Also avoid vehicles that may contain the residue of a pet's recent flea treatment.

**What to do if the queen is dead upon arrival:**

Contact Gold Star Honeybees at [bees@goldstarhoneybees.com](mailto:bees@goldstarhoneybees.com) or 828-552-5225. Install the bees in your hive. Install the dead queen in her cage right along with them. She will still be giving off queen pheromones and this will keep the bees cohesive until her replacement arrives.



As always, we thank you for making Gold Star Honeybees a part of your beekeeping journey, and we wish all the best for you and your bees. Bzzzzzt!