

## **GOLD STAR HONEYBEES Bee Order Policies 2016**

**Just in Case packages.** It's hard to know what to do about ordering bees if it's too cold to see whether your bees have survived the winter. 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 10 days before your ship date, and pay only the \$25 cancellation fee.

**Ship Date Changes.** There will be a \$15 fee charged to change the original ship date. Ship date changes are subject to availability of bees on desired ship date.

**Cancellations in General.** There will be a \$25 handling fee charged on all cancelled bee orders. Order must be cancelled 10 days before ship date to receive the balance of purchase price.

### **What happens in the case of dead/damaged bee shipments:**

**Replacement packages.** In the case of a dead/damaged bee shipment, we will make every attempt to replace your bee package. You, the customer, must follow the instructions in ["What to expect when your bees ship"](#) regarding having a US Postal Employee complete **USPS Forms PS 2856 (which they keep) and PS 3831 (which they give to you)**. These forms **MUST** be completed in order for Gold Star Honeybees to be able provide you with a replacement package.

**Refunds.** In the case of a dead/damaged bee shipment, refunds will be made in the following cases:

1. **If Gold Star Honeybees cannot provide a replacement package on a ship date that is acceptable to the customer.** You, the customer, must follow the instructions in ["What to expect when your bees ship"](#) regarding having a US Postal Employee complete **USPS Forms PS 2856 (which they keep) and PS 3831 (which they give to you)**. These forms **MUST** be completed in order for Gold Star Honeybees to process your refund.
2. **If there are no more bees available.** You, the customer, must follow the instructions in ["What to expect when your bees ship"](#) regarding having a US Postal Employee complete **USPS Forms PS 2856 (which they keep) and PS 3831 (which they give to you)**. . These forms **MUST** be completed in order for Gold Star Honeybees to process your refund.