



Package Bee Policies, Waiver & Guarantee

- When you order package bees online, by phone, via email, in person, or by mail you agree to the following policies, contract terms, conditions, limitations and exceptions with Kelley Beekeeping Company (KBC):
- At Kelley Beekeeping (KBC), we make every attempt to have your bees ready for pickup or shipped on the scheduled date. However, **the production of package bees and queens is dependent upon factors which lie outside of our control, including weather patterns. As a result, KBC may need to rearrange scheduled dates or make other accommodations.** KBC will provide notification to you via email, phone call, or postal mail if this happens, in order to minimize the inconvenience. We do not refund money for packages that are not shipped on their scheduled date as long as an alternative date is provided.
- A Health Certificate is provided with every KBC package of bees. However, this does not guarantee that you will be able to successfully establish a colony or "hive" the package. You agree that you will not attempt to hold us responsible for whatever may happen to your package after it is picked up or delivered to you, or for the survival or productivity of the hive that you may establish from the package. We do not refund any money for packages that do not survive.

Shipments Only

Postal Zones 1-4:

Package bees that are shipped within **Postal Zones 1-4** are guaranteed to not have more than 2" of dead bees (when spread evenly across the bottom of the package) upon delivery. You agree that you will not refuse shipment or attempt to recover the cost of your order if it arrives in poor condition. If a shipment is refused, we will not replace dead or damaged package bees. If a shipment arrives with all or nearly all of the bees dead, or the package is damaged (with more than 2" of dead bees spread evenly across the bottom), then you agree to contact us within **24 hours** of receiving the damaged shipment or this guarantee is void. You may contact us at beehelp@kelleybees.com. We require photos of the form that is filled out by United States Postal Service (USPS) worker, photos of the damaged package and photo of the shipping label. Kelley Beekeeping will replace package bees that arrive in the mail dead only once. There is no charge for the replacement package; however, there will be a charge to cover the **shipping & insurance fee**.

Postal Zone 5:

Package bees that are shipped to a **Postal Zone 5** will be shipped at **customer's own risk**, which means that KBC cannot be held responsible for a lost, damaged or dead of package of bees or a queen while in transit.

Postal Zones 6, 7, 8, 9, or outside the Continental United States:

Kelley Beekeeping does not ship package bees to these zones.

Pickups Only

It is normal to have up to 2" of dead bees in the bottom of the package due to the life cycle of worker bees and the timing of entry into the package. For pickups, if the package has more than 2" of dead bees in the bottom (evenly spaced), you may request that the package be replaced at the time of pickup. **Package bees are nonrefundable.** Replacements will be issued in the event of a damaged package at pickup only, once customer has left KBC with package of bees, KBC cannot be held liable for damage to package.

The Queen from a package of bees

Non-laying:

Any queen in a package or Nuc, regardless of shipping zone, is guaranteed a fertile queen. The queen should begin laying within 10-14 days of the queen being released from the queen cage into the hive. If there are no signs of eggs in the hive on the 14th day, contact KBC at 1-800-233-2899 to request a replacement queen. **Customer will be responsible for the shipping fee on the replacement queen.**

Dead or damage from transit:

In the event the queen arrives dead or damaged during transit, Zones 1-4 are insured and eligible for a replacement queen. **Zone 5 queens are not insured and cannot be replaced.** Please contact KBC within **24 hours** of receiving the package with a dead or damaged queen. A photo of the dead queen and shipping label is required to request a replacement queen. These photos can be emailed to beehelp@kelleybees.com or you may contact us at 1-800-233-2899 for further instructions. KBC will cover the full cost of the replacement queen with the insurance purchased on the package. **The customer will be responsible for the shipping fee on the replacement queen and will have the option to insure the replacement queen.**

ANY UNSIGNED WAIVERS WILL BE VOID OF CONTRACT AND BEES WILL NOT BE SHIPPED.

PLEASE MAKE SURE YOUR NAME IS LEGIBLE FOR FILING PURPOSES

Purchaser Name (Print) _____ Date _____

Purchaser Signature _____

There is a potential risk of injury from activities involved in beekeeping, and while particular rules, equipment and personal care may reduce this risk, the risk of injury does exist; and YOU KNOWINGLY AND FREELY ASSUME ALL SUCH RISKS, both known and unknown, EVEN IF ARISING FROM NEGLIGENCE OF THE RELEASEES or others, and assume full responsibility for your participation; and, HEREBY RELEASE AND HOLD HARMLESS KBC, their officers, other participants, and if applicable, owners and lessors of the premises ("RELEASEES") used to conduct any event, WITH RESPECT TO ANY AND ALL INJURY, DISABILITY, DEATH, or loss or damage to person or property, TO THE FULLEST EXTENT OF THE LAW, WHETHER ARISING FROM THE NEGLIGENCE OF THE RELEASEES OR OTHERWISE.