

## **PAYMENTS, SHIPPING TERMS & CONDITIONS**

### **PAYMENTS:**

We accept Visa, MasterCard, Discover, American Express or PayPal (PayPal online only). You must supply your payment and/or credit card details when you place your order. Your credit card or account will be charged at the time you place the order. Bee Z Hive, LLC is not responsible for any overdraft fees resulting from the immediate charges incurred on your credit card.

Upon placing your order, we will notify you of order acceptance by issuing an Order Confirmation. We will send the Order Confirmation to the e-mail you have provided. Please ensure you provide an accurate email address. If we cannot accept your order, we will attempt to contact you by email or telephone.

Whilst we will make every effort to supply you with the products listed on the Order Confirmation, there may be occasions where we are unable to supply said products because, for example, such products are no longer available, or we are unable to source relevant components. In such circumstances we will contact you to inform you and may suggest alternative products. Your order will be held until approval is received. If you accept our suggestions for comparable or replacement products, then we will send you a revised Order Confirmation. If you do not accept our suggestions, then we will cancel your order in relation to those products we cannot supply and reimburse your payment in respect of those products. Repayment of such monies will be the extent of our liability to you if we are unable to deliver to you the products you have ordered.

In the case of backordered items, we will provide you with an approximate date of availability and delivery (approximate dates are given with no guarantees due to unknown variables in production and shipping supply chains.) If you elect to wait for those backordered items, then we will ship them out as soon as they are available. Due to the ever-rising cost of outbound shipping, any order with backordered item(s) may be held until the backordered item(s) arrives. Additionally, if multiple items are on backorder, we will wait to ship until all items are in stock and ready to ship. If you do not elect to wait for backordered items and request a refund, we will cancel your order in relation to those products and reimburse your payment in respect of those products.

### **OVERPAYMENTS**

Overpayments may be refunded or credited to your account.

## **ORDERS PROCESSED**

We make every effort to expeditiously process and ship orders. Most orders will be processed and shipped within three to five business days (providing products are in stock). We do not offer Saturday, Sunday or shipping and deliveries during observed holidays.

## **FREE SHIPPING**

Free shipping applies to orders over \$150.00. Orders will be sent using standard ground service within the lower 48 states. (Customers from Hawaii, Alaska and U.S. Territories please contact us for a quote.) Orders will be shipped either USPS, FedEx or UPS. We reserve the right to cancel any order due to unforeseen issues or costs. These shipping services are not considered expedited shipping methods. Bee Z Hive, LLC will not be held liable for any incorrect shipping address provided by purchaser, or any shipping delay caused by a shipping carrier.

## **SHIPPING**

Orders under \$150.00 will incur the actual shipping charges determined by your location, weight and size of package. Orders will be shipped either USPS, FedEx or UPS. Although we try to be accurate with shipping charges, some circumstances can affect the final cost. If the cost to ship your order is higher than what you were charged during checkout, we will contact you before we proceed with shipping. We reserve the right to cancel any order due to unforeseen issues or costs. Bee Z Hive, LLC will not be held liable for any incorrect shipping address provided by purchaser, or any shipping delay caused by a shipping carrier. At this time, we do not offer expedited shipping services.

## **INTERNATIONAL SHIPPING**

Please contact us directly for questions and quotes on international orders. (Note: international recipients will be responsible for payment of any applicable duties, taxes and other fees.)

## **DAMAGED FREIGHT**

All merchandise is shipped "F.O.B. Shipping Point". This is a legal term that means all merchandise becomes your property as soon as we give it to the freight carrier. The freight carrier is responsible for complete and safe delivery of your merchandise. It is your responsibility to inspect the merchandise when it is delivered and note damage with carrier. If the freight carrier fails to deliver your

merchandise in good condition, it is your responsibility to contact us so that we can file a claim with the carrier on your behalf. Make sure you retain all shipping packaging to include damaged packaging. Shipping companies require photos (in some cases the physical items) of damaged packaging as well as damaged products for reimbursement claims.

## **RETURNING MERCHANDISE**

Please see our Returns Section.

## **STATE SALES TAX**

When applicable, we are required, by law, to collect sales tax. Exemptions for sales tax will be allowed if you have either a signed Certificate of Resale or an Exemption Certificate. The tax forms vary by state, please contact your local state office for details. Law requires that we have these certificates on file before any tax exemption can be allowed.

## **ORDER FOR EXPORT**

Quotes on orders for export may include shipping, special packaging, and documentation at a customer's request. Please call us for quotes. All shipments for export are subject to prepayment in U.S. Funds. The customer agrees that they will be responsible for all product, shipping and destruction expenses if any ordered product is rejected by the importing county's customs' agency.

## **ADDITIONAL CHARGES**

For each Address Correction - \$12.00

For each Acknowledgment of Delivery - \$3.00

For each Call Tag Received - \$9.00

## **HOLIDAY CLOSINGS**

We are not available for phone or email correspondence during New Year's Eve and Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following Friday, Christmas Eve and Christmas Day.