

## **Package Bee Policy, Waiver, & Guarantee**

- When you order package bees from Mann Lake Ltd. online, by phone, via email, in person, or by mail, you agree to the following policies, contract terms, conditions, limitations, and exceptions.
- At Mann Lake Ltd., we make every attempt to ship your package bees on the scheduled date. **The production of package bees and queens is dependent upon factors which lie outside our control, including weather patterns. As a result, Mann Lake Ltd. may need to rearrange scheduled dates or make other accommodations.** Mann Lake Ltd. will provide notification to you via email, phone call, or postal mail, if shipments are not on schedule.
- Mann Lake does guarantee that your bees will arrive alive with a laying queen, however, we do not guarantee that you will be able to successfully establish a colony or “hive” with the package. You agree that you will not attempt to hold us responsible for whatever may happen to your package after it is delivered, for the survival or productivity of the hive that you establish from the package. We will not refund any money for package bees that do not survive.

### **Shipments**

Package bees are shipped via UPS. We will contact you once an official ship date has been established and provide a UPS tracking number once your bees have shipped. Shipped package bees are guaranteed to not have more than 1.5” of dead bees (when spread evenly across the bottom of the package) upon delivery.

- You agree that you will not refuse your order if it arrives in poor condition. If shipment is refused, a refund will not be issued. If shipment arrives with all or nearly all of the bees dead or package is damaged (with more than 1.5” of dead bees spread evenly across the bottom), you must contact us within **24 hours** of receipt or the guarantee is void.
- In order for a claim to be filed with UPS and to receive a refund, Mann Lake must be contacted within 24 hours of delivery and a photo of the dead/damaged package showing more than 1.5 inches of dead bees on the bottom of the package when spread evenly. The photo can be emailed to [beehelp@mannlakeltd.com](mailto:beehelp@mannlakeltd.com). Please refer to the special instructions attached to your package of bees for additional information.
- **A refund for the price of your package bees will be issued within 5 business days after receipt of all required documentation. A \$10 change or cancellation fee will be applied.**

### **Package Bee Queens**

#### **Non-laying:**

Mann Lake Ltd. guarantees that you will receive a fertile queen. The queen should begin laying within 10 days of the queen being released from the queen cage into the hive. If there are no signs of eggs on the 10<sup>th</sup> day, please refer to the special instructions attached to your package of bees to contact us.

#### **Dead or damaged in transit:**

In the event the queen arrives dead or damaged during transit, please refer to the special instructions attached to your package of bees and contact us within **24 hours**. A photo of the dead queen is required prior to the shipment of a replacement queen. These photos can be emailed to [beehelp@mannlakeltd.com](mailto:beehelp@mannlakeltd.com).

**Mann Lake will cover the cost and shipping fee of one replacement queen per package purchased.**

**ORDERS WILL NOT BE PROCESSED UNTIL THE CUSTOMER HAS AGREED TO THE TERMS OF THIS GUARANTEE.**

There is potential risk of injury from activities involved in beekeeping, and while particular rules, equipment and personal care may reduce the 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 MANN LAKE LTD., their officers, other participants, and if applicable, owner 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 RELEASED OR OTHERWISE.