

Terms and Conditions

The terms and conditions apply to all purchases from Berkshire Bees either through the web site or by any other means, and by placing an order you are deemed to have read and agreed all the terms and conditions.

Queen bees are generally posted by Royal Mail special delivery (unless you choose to collect in person). The consignment must be signed for on delivery. It is your responsibility to make sure there is someone to sign for the receipt and ensure the queens are alive on receipt before signing.

Colonies of bees are for collection only. On the day when you collect your bees and from taking possession you will be responsible for their welfare. So make sure you have adequate understanding of how to transport them safely back to your home/apiary.

All orders taken are subject to availability. As we are dealing with livestock and bees are very weather dependent, supply of your order cannot be guaranteed.

All orders are taken on the basis of first come first served for both, colonies and queens.

Queens are only dispatched when they become ready. They will not be dispatched the day after your order. They will go out when they are ready and mature and the laying pattern established.

Collection day for the colonies and queens is an approximate date and subject to changes. You will be given an exact date for your bees 24/48-hour prior to dispatch/collection by email. Please make sure you check your emails and spams, and acknowledge receipt of your collection date.

Any orders not collected will be moved to the end of the list. No refund will be given for non-collected bees by the end of season (1st September). Any refund is subject to 25% admin and restocking charges plus any carriage applicable.

Damaged queens have to be reported on the day of receipt by email. You must enclose a photo of the cage and the queen including the packaging showing tracking and address details. At our discretion we may replace your queen if any are available at the time. There is no refund for lost queens.

We only ship to the UK mainland. We do **not** ship to Northern Ireland or Scottish Highlands. Please enquire by email if you are unsure prior to placing your order.

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