

**Shipping for website orders: Only one shipping destination is accepted per order.**

Candle Bee Farm® creations (including Prima Natural® and Nature Tails® items) are crafted by hand, order by order. This takes time and care. Your product selections are made and shipped as soon as possible. We strive to have your orders ready to ship in about two weeks. Allow additional time for shipping, weekends and exceptionally busy holiday times. Rush orders are not feasible

Shipping for destinations within the contiguous, continental United States of America is a flat rate of \$14.95 per order. Due to our rural location and to maintain this low cost shipping policy, Candle Bee Farm, LLC selects the shipping option...usually US Postal Service Priority Mail or UPS ground delivery, our choice. We can not use other shipping companies from this area. Express, overnight or rush shipment requests are not accepted or honored and a Candle Bee Farm, LLC shipping selection will be utilized.

Shipping cost for destinations outside of the contiguous, continental United States and for international destinations are being calculated by the shopping cart when the shipping address is entered. This occurs previous to placing the order.

International orders shipped to countries other than the USA are sent via the US Postal Service. Please allow extra time for customs clearance and mailing.

International customers may be charged an import duty when merchandise crosses your border. Any customs, taxes and/or import fees are the responsibility of the customer, not Candle Bee Farm, LLC.

Due to breakage and customs officials opening products, Candle Bee Farm, LLC no longer ships honey or beeswax lanterns outside of the USA.

Candle Bee Farm, LLC is not responsible for breakage or damage to items shipped outside of the USA. All international orders are shipped FOB shipping point and the customer assumes

risk for loss or damage. Candle Bee Farm, LLC does not pay for or accept returns from foreign countries.

**Specials and Promotions:** Special codes must be entered at checkout online on orders placed within the time frame for the special or promotion. Candle Bee Farm, LLC can not apply these for you or make adjustments before, during or after the special or promotion.

Sign up as a fan of the Candle Bee and Prima Natural Skincare pages on Facebook to be sure you receive news of announcements, free offerings and specials.

### Returns, Deliveries and Responsibilities

The placement of an order is considered to be a contract between the customer to pay the amount indicated on the shopping cart and Candle Bee Farm, LLC to send the ordered items. Candle Bee Farm's responsibility for the transaction is complete when the purchased items are given to a delivery carrier (usually USPS or UPS) at which point the customer assumes all responsibility for the order delivery. Candle Bee Farm does not have responsibility for lost, stolen or misdelivered items. Orders are non cancellable. If there is a problem with your order, please contact Candle Bee Farm, LLC for resolution via: [beekeeper@candlebeefarm.com](mailto:beekeeper@candlebeefarm.com). Changes to an order will be charged an additional 6% of the change amount to cover credit card processing fees.

No returns of food items, personal care items, cleansing products or animal supplements will be accepted or refunded. These products are not resalable. This is for the safety and security of our customers. We would never sell a jar of honey, a personal care item or a supplement to you that was returned from someone else.

Candle Bee Farm™, Prima Natural™ and Nature Tails™ items are natural hand crafted products. As such, color variations and slight size variations are normal and are not a reason for return. Shipping cost in either direction is not refundable. Used or altered items are not accepted for return or refund. Refunds can only be made on undamaged, unused merchandise returned in good and salable condition. Candle Bee Farm is not responsible for misuse, adjustments made to the candles, the wicking or the wax or environmental factors (draft, humidity, dust, etc.) imposed upon the candles and/or their use upon customer receipt. If you have a legitimate reason for return, please contact Candle Bee Farm, LLC within 7 days after receipt so that we may approve the return: [beekeeper@candlebeefarm.com](mailto:beekeeper@candlebeefarm.com)

If your package arrives damaged do not open the package and contact [beekeeper@candlebeefarm.com](mailto:beekeeper@candlebeefarm.com) within 3 business days after its arrival.

If your order arrives incorrect please contact [beekeeper@candlebeefarm.com](mailto:beekeeper@candlebeefarm.com) within 6 days of receipt so that we may address the issue.