

Shipping

Our aim is to dispatch all orders within 1 working day of receipt. Orders received over the weekend or during public holidays will be dispatched as soon as possible when we re-open for business. If your order is urgent please contact us for assistance. Please note, if you are paying by bank deposit your order will not be dispatched until the funds have shown in our account.

Deposits made overnight or during weekends or public holidays may take longer to clear which will in turn delay the dispatching of your order.

- All orders are sent via national courier companies and require a signature as proof of delivery. If you require a non-signature delivery or have additional delivery instructions, please indicate this in the message box on the Checkout Form.

- In general, delivery to your door should take no more than 24 hours from dispatch, Deliveries to rural delivery addresses will usually take one to two days longer. Weekends, public holidays, adverse weather may cause additional delays.

International Orders - Sorry we are unable to process International Orders at the moment.

Returns & Refund Policy

We expect that you will be completely satisfied with any goods and services you receive from Bee My Honey NZ. However, in the unlikely event that a product does not meet your expectations please contact us immediately to arrange a solution.

Please take care to ensure that the product you purchase is suitable for the purpose you intend as we are not obliged to accept goods for refund if you simply change your mind about a product. We will endeavour to reach an amicable solution in such situations and at our discretion we may replace any goods accepted for credit or refund the applicable purchase cost.

We accept responsibility for properly packaging and addressing the goods as instructed. If your order is mislaid or you receive goods that have been damaged in transit, please contact us immediately and we will work to rectify any such issues promptly.

Please check all parcels carefully, by signing for a consignment you are formally accepting the goods in the condition in which they were received.