

SHIPPING POLICY

Can't wait to get your hands on your selection of yummy Bee All Natural products? We don't blame you. Read on to learn all about our shipping terms and conditions, or contact us at info@beeallnatural.com.au if you have any specific questions.

1. Processing your Order

Once you've placed an order on our website, a confirmation is sent to your nominated e-mail. Please keep this as proof of your purchase.

2. Shipment Processing Time

Processing time refers to the time it takes for us to prepare your order for shipping.

Once your payment is authorised and verified, all orders are processed within 3 days. We will endeavour to contact you if there are any delays for some reason.

Note, some orders may ship within as few as 3 days while others may take up to 7 days.

3. Shipment Locations

3.1. Domestic and International

Bee All Natural ships domestically as well as internationally. If you have a question about domestic or international deliveries, please contact us at info@beeallnatural.com.au.

We also ship to both commercial and domestic addresses.

4. Shipment rates and delivery estimates

We endeavour to get your order to you as soon as possible. Once your order is placed, an estimated delivery time will be provided to you. Delivery times are estimates and commence from the date of

shipment, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order.

Estimated arrival dates are not guaranteed. Weather delays and other unforeseen circumstances may impact delivery time. Unless there are exceptional circumstances, we make every effort to fulfil your order.

Delays along carrier routes are currently being experienced due to COVID-19. Seasonal rush, e.g. over Christmas, may also impact delivery times.

(a) Express Shipping

Your order will arrive within 2 business days.

Express Shipping costs are calculated at time of checkout.

(b) Standard Shipping

Your order will arrive within 7 business days.

Standard Shipping costs are calculated at time of checkout.

Note: Specific cut-off times for order placement may apply.

4.1. Please note:

- (a) Business day means Monday to Friday, excluding public holidays.
- (b) Orders are not shipped or delivered on weekends or public holidays.
- (c) Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered.
- (d) Products may be delivered in separate shipments.
- (e) When placing your order, we consider these factors when calculating the Estimated Delivery Date:
 - (i) Transit Time: The amount of time it takes your order to leave our distribution centre and arrive at the local delivery carrier.
 - (ii) Weight factor: Shipping costs are based on the weight of your order and the delivery method. To find out how much your order will cost, simply add the items you would like to purchase to your cart, and proceed to the

checkout page. Once at the checkout screen, shipping charges will be displayed.

(f) We are not responsible for incorrect shipping addresses being provided at checkout. Please double-check all information provided is correct, before completing your order.

(g) In-store pickup dates vary based on product availability.

5. Tracking Options

We aim to provide visibility and transparency throughout the shipment process. Once your order is confirmed and shipped, you will receive a link to track your package.

5.1. Domestic and International

All orders delivered within Australia automatically have tracking.

International orders are generally sent with Couriers Please or Australia Post. This service comes with tracking and your tracking number will be sent to you once your order has been posted.

If we are requested to make alternative shipping arrangements, we cannot guarantee tracking information and will not be responsible for the delivery of orders sent internationally.

6. International Customs, Duties and Taxes

All orders shipped outside of Australia are subject to the import duties, fees, and taxes of the destination country. Delays in delivery may occur if your package is randomly selected by your country's Customs Department for security and or other checks.

Bee All Natural is not responsible for any possible customs and taxes applied to your order. We have no control over the process or additional charges associated with the delivery and importation of your order outside Australia.

We do not benefit in any way from these charges and we work very closely with our brokers and carriers to ensure as few delays as possible. All fees imposed during or after shipping are the responsibility of the customer.

When placing an order, you agree that you are responsible for any duty, taxes, and custom requirements or other like taxes, fees, levies, costs or expenses associated with importing products you purchase from us and shipping them internationally.

7. Damages

If there is any damage to the packaging on receipt, contact us immediately at info@beeallnatural.com.au.

8. Missing or Lost Package

There are several reasons why a package gets lost or becomes a delivery exception. We've found that, more often than not, the package is either in the building or with a neighbour.

We politely request that you look in common courier hiding spots. But if you are still unable to locate your parcel, please contact us at info@beeallnatural.com.au to report missing or lost packages.

9. Questions

If you have any questions about the delivery and shipment of your order not covered above, please feel free to contact us at info@beeallnatural.com.au.

EXCHANGES AND REFUNDS

We want you to love your Bee All Natural purchases. But for some reason, if things don't go quite as planned, we're happy to assist with exchanges or refunds as set out below. This Refund Policy ("Policy") applies to purchases made via www.beeallnatural.com.au.

1. General

- (a) We offer refunds and replacements in accordance with Australian Consumer Law, and based on the terms set out in this Policy.
- (b) Any benefits set out in this Policy may apply in addition to consumer's rights under Australian Consumer Law.
- (c) Before making a purchase, please read this Policy so that you can understand your rights and what you can expect from us if you are not satisfied with your order.

2. Australian Consumer Law

- (a) Under Australian Consumer Law you are entitled to choose a refund or replacement for faulty goods.
- (b) We offer refunds, and replacements in accordance with Australian Consumer Law.
- (c) The Australian Consumer Law provides a set of Consumer Guarantees which protect you when buying products and services.
- (d) If Australian Consumer Law applies, then we cannot avoid the Consumer Guarantees which it provides. If there is an inconsistency between this Policy and the Australian Consumer Law, the Australian Consumer Law will prevail.
- (e) Further information about Australian Consumer Law and these Consumer Guarantees is available from the website of the Australian Competition and Consumer Commission.
- (f) If a product you purchased from us has a major fault (as defined in the Australian Consumer Law) then you may be entitled to a replacement or refund. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that major fault.
- (g) If a product which you purchased from us is faulty but does not amount to a major fault (as defined in the Australian Consumer Law) then you may still be entitled to have the goods replaced.

3. Cancellation and Change of Mind

(a) In the event that you receive your purchased products, as stated, but simply change your mind, we may, at our discretion, offer you a refund or exchange, provided that:

- (i) You notify us within 2 days of receipt.
- (ii) The products have not been opened, used and are in resalable condition.

4. Products Damaged During Delivery

(a) In the event that the product you ordered has been damaged during delivery:

- (i) Please contact us as soon as possible.
- (ii) Any damaged product must be returned in the condition in which it was received, together with any packaging and other items accompanying it.

(b) We will arrange to collect the damaged product and replace it with an equivalent product, or to refund it; provided that you have contacted us within 2 days from the date of receiving the product from us.

5. Exceptions

(a) Notwithstanding the other provisions of this Policy, we may refuse to provide a replacement or refund for a product purchased by you if:

- (i) You misused the said product in a way which caused the problem.
- (ii) You knew or were made aware of the problem(s) with the product before you purchased it.
- (iii) You asked for alterations to a product, against our advice, or you were unclear about what you wanted.
- (iv) Any other exceptions that apply under Australian Consumer Law.

6. Shipping Costs for Returns

(a) In the event that a product you have purchased fails to meet one or more Consumer Guarantees under Australian Consumer Law, we shall bear any cost of shipping the said product (the "Returned Product") back to us, as well as any cost of shipping any replacement product to you.

(b) If the Returned Product can easily be shipped or returned, then you are responsible for organising for the Returned Product to be returned to us. If the Returned Product is eligible

for a replacement or refund under the terms of this Policy (including under Australian Consumer Law) then we will reimburse you for the reasonable postage, shipping or transportation costs for the Returned Product.

(c) If the Returned Product is too large, too heavy, or otherwise too difficult to be removed and returned by you, and is believed to be eligible for a replacement or refund under the terms of this Policy (including under Australian Consumer Law), then we will organise for the postage, shipping, transportation or collection of the Returned Product, at our cost.

(d) In the event that we organise and pay for the inspection, postage, shipping, transportation or collection of a Returned Product, and it turns out not to be eligible for a replacement or refund under the terms of this Policy (including under Australian Consumer Law), then you will be required to pay the costs of any inspection, postage, shipping, transportation or collection of the Returned Product.

7. Response Time

We aim to process any requests for replacements or refunds within 2 business days of receipt.

8. How to Return Products

(a) You can contact us at the end of this Policy to discuss a return.

(b) Unless otherwise defined and at our sole discretion, we shall pay all refunds in the same form as the original purchase or to the same account or credit card used to make the original purchase.

(c) To be eligible for a refund or replacement, you must provide proof of purchase.

(d) You may be required to provide a government issued form of identification to qualify for a refund or replacement.

9. Contact Us

If you wish to speak to us about this Policy or about any specific refunds or replacements, please contact us at info@beeallnatural.com.au.