

RETURN & REFUND POLICY FOR BEE-CARE APIARIES INTERNATIONAL LIMITED

Bee-Care Apiaries International Limited is a company formed to offer **the highest quality Bee keeping Products and Equipment's** at affordable prices to the local and global markets. Beeswax has been at the leading edge for the past 6 years as the major export at Bee-Care and has earned the company a name in the global trade of the commodity owing to its quality and demand. Bee-care Apiaries International limited is an Enterprise in the business of sourcing, processing and distributing Agro-processed food products to the local markets.

The Company recognizes business risks ahead, the company works to determine and understand the trends in the sector among them the needs of the customer and how best to address the needs of each of our individual customer. We aim to provide our customers with exemplary high-quality products and services at all times. However, if for any reasons, our esteemed Clientele is not completely satisfied with a purchase made and delivered and or collected at our outlets, we are amenable to a return and refund arrangement **SUBJECT** to the **RETURN AND REFUND POLICY** of **Bee-Care Apiaries International Limited**, for which we highly encourage and invite our Customer review.

The following Return and Refund Policy terms are applicable for any products that you purchased with us.

1. INTERPRETATION AND DEFINITIONS

a. Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural or in any manner.

b. Definitions

For the purposes of this **Bee-care Apiaries International Limited** Return and Refund Policy: -

“**Company**” (referred to as either "the Company", "We", "Us" or "Our" in this Policy) refers to **Bee-care Apiaries International Limited**;

“**Goods/Products**” refers to the items offered for sale on our Services and for the benefit of doubt, the **Bee keeping products and equipment's**, both the **Food and Non-Food Products**, including nut and nut products for which the Company primarily deals in;

“**Orders**” means a request by You to purchase Goods from Us;

“**Service**” refers to the sales combination of the Goods/products that we provide to our customers, either via our online platform or at our outlets stores;

“**Website**” refers to **Bee-care Apiaries International Limited** website, accessible from www.beecareapiaries.com;

“**You**” means the individual accessing or using our Services, or the company, or other legal entity on behalf of which such individual is accessing or using our Services, as applicable;

“**Client**” means our general Customers who have made orders and received our services.

2. THE RETURN & REFUND POLICY

This **Return and Refund Policy** for **Bee-care Apiaries International Limited** (comprising orders

made directly from both our outlets and online) details the process to follow in order to cancel a purchase, report a defect with a purchase, or arrange for a refund on a purchase pertaining to the products and equipment that we supply.

You are not entitled to any refund or replacement of any our products unless it is expressly provided for under this **Return and Refund Policy** save that, or if **Bee-care Apiaries International Limited** chooses to give a client a refund or replacement (the same will be at the company's sole discretion and without being obliged).

If you have a return or refund query related to an international product, or third-party service, this will need to be managed according to the terms and conditions of the third-party provider. **Bee-care Apiaries International Limited** will only assist you in the facilitation of this process.

Your Order Cancellation Rights

It is within your rights to cancel an order prior to putting it into effective use and for its purposes however, you similarly have the rights to return and or be refunded for an order you have placed subject to the terms of the policy.

In order to exercise Your right as aforesaid, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by: -

- a. By visiting this page on our website: www.beecareapiaries.com or
- b. By sending us an email: info@beecareapiaries.com or at Beecareapiaries@gmail.com or
- c. By visiting our known outlets where you did the purchase.

We will reimburse You no later than 14 days from the day on which We receive the returned Goods and after having the same examined in accordance with the terms of this Policy. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

a. Incorrect Bee Keeping Products and Equipment Delivered

We will cancel, take a return, or refund your purchase within **14 days** of the initial purchase if the incorrect content has been delivered to you.

You are required to promptly contact us at info@beecareapiaries.com or at Beecareapiaries@gmail.com in order to resolve the mistake as quickly as possible, possibly not later than **7 days** from the date of delivery.

b. Non-Defective Bee Keeping Products and Equipment

We do not issue refunds or provide replacements for products and equipment that is returned for any reason other than a defect (this includes, but not limited to, mistaken purchases, incorrect purchases, title/product swaps, or personal taste).

c. Defective Bee Keeping Products and Equipment

If, for any reason, within Seven (7) days of purchase, you find that the bee keeping products and equipment you have purchased with us is defective/faulty, or you are otherwise unable to continue putting it into the use for its purposes (i.e., it is defective and not fit for purposes), you may submit a refund request as set out in the '**Return and refund process**' section below (this is the only manner in which requests for refunds will be accepted by us, subject to the terms of the policy).

Should the product or equipment subsequently be found to be indeed defective, you are entitled to either: -

- a) have the product or equipment repaired or replaced as the case may be, and have it reinstated for its purposes, or
- b) be fully refunded.

Should the product or equipment subsequently be found not to be defective, you will not be entitled to any refund, or free replacement or repairs as

If you discover that the product or equipment is defective after the Seven days window has passed, and the product or equipment is subsequently found to be defective by us after extermination, you are entitled to have the product or equipment repaired and be reinstated to make it fit for its purposes, as the case may be, and a reduced cost agreeable between yourself and us.

In case **Bee-care Apiaries International Limited**, where the product or equipment involves **Non-Food products**, is unable to repair the product or equipment that is defective or damaged and reinstate it to its purposes after a period of thirty (30) days, you will be entitled to a full refund of your purchase price. And for the benefit of doubt, all **Non-Food Products** highlighted as being defective must be examined in accordance with the terms of this policy.

I. Conditions for Returns in case of Food Products

In order for the Goods to be eligible for a return, please make sure that: -

- a. The Goods were purchased in the last 14 days from date of purchase;
- b. The Goods are in the original packaging;
- c. The following Goods cannot be returned if: -
 - i. The supply of Goods made to Your specifications or clearly personalized;
 - ii. The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over;
 - iii. The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery; and
 - iv. The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

II. Conditions for Returns in case of Non-Food Products/Equipment

Please note that the following issues/problems will not render the Goods damaged, defective or unsuitable, and will not entitle you to any repair, replacement or a refund: -

- a. If You are unable to use the product as to purpose or in case of a licensing, Your license terms has ended or you have failed to renew the same;
- b. When the purpose for which you bought the product ceases to exist, for whatever reasons;
- c. The inability to open or employ the use in an allowable and or professional capacity;
- d. Self-negligence;
- e. Due to your attributable variables which could render a product not user friendly or problematic to use or defectives caused by you.

We reserve the right to refuse returns of both the Food and Non-Food Products that does not meet the above return conditions in our sole discretion.

If you return an allegedly defective product purchased from **Bee-care Apiaries International Limited** at its outlets or online and, following inspection, it cannot be established with certainty that the product is defective, **Bee-care Apiaries International Limited** may, **IN ITS SOLE DISCRETION**, nevertheless decide to give you a partial refund on that purchase or to repair, or give you a replacement at a reduced cost.

3. RETURN AND REFUND PROCESS

a. RETURNS

If you wish to return a product purchased from **Bee-care Apiaries International Limited** either at our outlets or online, and for any reason permitted under this Return and Refund Policy, you must inform us of the reasons for the return via email at info@beecareapiaries.com or at Beecareapiaries@gmail.com within 3 days of Receipt of the goods.

Once you have successfully lodged a return as outlined above, then We will issue you with a support ticket with a reference number.

We will not issue refunds or replacements of any products which have not gone through the above process and/or are not accompanied by a valid support ticket with a reference number.

We will, thereafter, verify all lodged issues, and provide initial feedback to you within three (3) working days of receipt of the request for a return based on the date and time recorded in the ticketing system.

We will use all reasonable diligence to examine, review and verify the goods sent for return under the policy and advise on whether to have them corrected as per the terms of the policy or replaced or a fund.

You are responsible for the cost and risk of returning the Goods to Us. You should send the Goods at our address or at the outlets you purchased the same from.

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

i. GIFTS

case you are gifted our products by any person for whatever reasons and if the Goods were marked as a gift when purchased and then shipped directly to you, You'll receive a gift credit for the value of your return. Once the returned product is received, a gift certificate will be mailed to You.

If the Goods weren't marked as a gift when purchased, or the gift giver had the Order shipped to themselves to give it to You later, We will send the refund to the gift giver.

b. REFUNDS

Refund requests will be approved at the sole discretion of Bee-care Apiaries International Limited and

subject to the terms of this policy.

Should you be entitled to a refund for any reason, that refund will be done in the same manner in which the payment was made (i.e., by processing the refund against your credit card or via EFT, as the case may be). If **Bee-care Apiaries International Limited** is refunding via EFT, you will need to provide your banking details, along with proof of banking details (i.e., a stamped bank letter or official bank statement).

If you have any questions about our Returns and Refunds Policy, please contact us: -

Kenya

Bee-care Apiaries International Limited

P.O Box 4262, 01002

Thika East, Kiambu County

Office Tel. +254 774823750

Cellphone: +254 726 349853

+254 720 420514

Skype: MasesiMwia

Email: info@beecareapiaries.com

Beecareapiaries@gmail.com

Associated Companies

The East Africa Wax Company Limited

P.O box 4262 – 01002 Thika -Kenya

Machakos County

UK Sales Office

Contact@eastafriawax.co

Tel +44 792 1299 790

Tanzania

Bee-care Apiaries International Tanzania Limited

P.O box 475, Tabora

Tanzania

Tel. +255 746 741804

+255 746 086673

Email: info@beecareapiaries.co.tz