

Nuc Shipping Policy



*****MUST READ IN ITS ENTIRETY*****

YOUR PURCHASE ACKNOWLEDGES THAT YOU HAVE READ THIS IN ITS ENTIRETY AND THAT WE HAVE YOUR FULL UNDERSTANDING AND FULL AGREEMENT TO OUR NUC SHIPPING POLICY—NO EXCEPTIONS AND NO REFUNDS EXCEPT DUE TO A CATASTROPHIC EVENT OR TRUE FAMILY EMERGENCY. WE WILL MAKE EVERY EFFORT TO STICK TO YOUR PAID SHIPMENT WEEK, BUT WE RESERVE THE RIGHT TO SHIP ON A FUTURE OR PREVIOUS WEEK DUE TO WEATHER AND CLIMACTIC VARIABLES BEYOND OUR CONTROL.

WE CANNOT CONTROL THE WEATHER WHICH DICTATES HOW QUICKLY OR SLOWLY YOUR NUC BUILDS UP TO BE READY TO SHIP. WE WILL PROMPTLY COMMUNICATE ANY DELAYS OR IF THE WEATHER CAUSES US TO GET AHEAD OF SCHEDULE AS WELL.

PRICE INCLUDES UPS 3 DAY GUARANTEED OR FASTER GROUND SHIPPING WITH FULL INSURANCE. NUCS WILL BE WELL VENTILATED AND PREPARED FOR THE JOURNEY TO YOU. NUCS WILL BE SHIPPED OUT TO YOU ON A MONDAY OR TUESDAY TO ENSURE THAT THEY GET TO YOU BY FRIDAY OR BEFORE AND YOU WILL RECEIVE A SHIPMENT NOTIFICATION WITH YOUR UPS TRACKING NUMBER. WE WILL MARK YOUR NUC WITH YOUR NAME AND PHONE NUMBER IN CASE UPS NEEDS TO CONTACT YOU REGARDING YOUR NUC.

TO AVOID THE POSSIBILITY OF OVERHEATING ISSUES AND PESTS SUCH AS ANTS, OTHER WILD BEES, ETC., WE STRONGLY SUGGEST YOU PICK UP YOUR NUC FROM YOUR LOCAL UPS CUSTOMER PICKUP HUB RATHER THAN HAVING IT DELIVERED TO YOU DIRECTLY. THE LOCAL UPS DELIVERY TRUCKS ARE CRAMPED AND NOT CLIMATE CONTROLLED AND HAVING YOUR NUC SIT IN THE SUN ON YOUR FRONT PORCH COULD CAUSE OVERHEATING AND PEST ISSUES. TO DO THIS YOU WOULD CALL UPS, PROVIDE YOUR TRACKING NUMBER, AND REQUEST “HOLD FOR CUSTOMER PICKUP”.

ALTHOUGH UPS IS EXCELLENT WITH SHIPPING OUR NUCS OUT, WE CANNOT BEAR LOGISTICS RESPONSIBILITY FOR ISSUES THAT ARE OUTSIDE OF OUR CONTROL AND OCCUR WITHIN SHIPMENT BY UPS AND/OR DELAYS IN PLACING THEM IN A BEE HIVE ASAP. ALL CLAIMS FOR LOST, DAMAGED, OR DEAD NUCS WILL BE THE RESPONSIBILITY OF THE PURCHASER TO FILE AND NOT AUSTIN HONEY COMPANY. YOU MUST FILE A CLAIM DIRECTLY WITH UPS AND PROVIDE PHOTO DOCUMENTATION, RECEIPTS, ETC. DIRECTLY TO UPS AS PER THEIR CLAIM FILING POLICY AND UPS WILL WORK DIRECTLY WITH YOU TO COMPENSATE YOU BACK AS PER THEIR CLAIM FILING POLICY. ALL NUC REPLACEMENTS REQUIRE A NEW SEPARATE PURCHASE WITH PAYMENT IN FULL FOR A NEW NUC TO BE SHIPPED OUT ON THE NEXT AVAILABLE SHIPMENT WEEK AS YOUR CLAIM FILING COULD TAKE 2-4 WEEKS OR MORE. YOU WILL GREATLY MINIMIZE THE POSSIBILITY OF HAVING ANY ISSUE WITH YOUR NUC IF YOU GO AND PICK THEM UP FROM YOUR LOCAL UPS HUB. ALL THE BEST IN YOUR BEEKEEPING IN 2024!

Happy Beekeeping Folks!