

RETURNED / EXCHANGED MERCHANDISE

If items arrived damaged or the wrong product(s) were sent, please contact us at orders@pinesmoke.com or call us at 407.543.2337 to resolve the issue. Please see our full returns policy at <http://pinesmoke.com/refund-returns>

Returns / Exchange Policy:

- The customer is responsible to pay shipping costs on all returned / exchanged items.*
- Items must be returned within 30 days of receipt, in "like new" condition
- A copy of your original Pinesmoke Bee Co invoice is required.
- We are unable to take any returns / exchanges on items purchased directly through a 3rd party.
- Glassware ships at your own risk.
Pinesmoke Bee Co is not responsible for and will not replace damaged glass.
- We are unable to accept returns / exchanges on honey, bee food, sugar, Apivar, Hopguard, Apiguard, other medications, broken glass and final sale items.
- We are unable to accept returns / exchanges on any hazardous materials.
- The customer will be responsible for paying return shipping costs on all returned / exchanged products as well as the shipping on any new item sent in exchange.*
- The customer is responsible to pay any cost differences for products exchanged.
- Pinesmoke Bee Co is not responsible for items being returned to us which are lost or damaged.
Please keep a copy of your tracking information, and it is recommended that you include shipping insurance when returning items to us.

Please complete the following worksheet. This worksheet must be completed entirely to ensure any credit.

1.

Order and/or Invoice #: _____

Full Name: _____

Address: _____ City: _____

State: _____ Zip: _____

Home Phone #: _____ Cell Phone #: _____

E-mail: _____

2. WHAT WOULD YOU LIKE US TO DO?:

- Please send the exchange shown on page two (provide payment method for shipping of your new item)

Credit Card# _____

Exp _____ CCV _____ Billing Zipcode _____

- I paid by credit card. Please issue a refund via credit card less the shipping and handling*.
- I paid by PayPal. Please issue a refund via PayPal less the shipping and handling*.
- I paid by Affirm. Please issue a refund less the shipping and handling*..

3. ITEM(S) BEING RETURNED

DETAIL OF ITEM(S) BEING RETURNED			ITEM(S) EXCHANGED FOR		
QTY	SKU	DESCRIPTION	QTY	SKU	DESCRIPTION

4. REASON FOR RETURN

<input type="checkbox"/> Incorrect Item	<input type="checkbox"/> Item Not Wanted	<input type="checkbox"/> Ordered In Error
<input type="checkbox"/> Unhappy With Quality	<input type="checkbox"/> Damaged	<input type="checkbox"/> Other

Notes:

SEND RETURNS TO:

PRODUCT RETURNS
 PINESMOKE BEE CO INC
 740 KING ST EUSTIS FL 32726

*Shipping and handling refunds are not applicable on return/exchange orders, with the exception of defective products. We offer a one year warranty on most products; case by case thereafter.