



HELMSDALE HIVES TERMS AND CONDITIONS

- ALL Invoices MUST be paid in full before goods can be released.
- 50% deposit upon orders over \$500 in value with the remaining to be paid in full before goods can be released.
- All invoices under \$500 value must be paid in full before goods can be released.
- Storage fees of \$2 per pallet per day (50c per drum) apply to all goods with 14days grace either side of packing completion within reason, Helmsdale hives delays will not incur storage costs.
- All goods and consumables if customer supplied need to be on site at least 4 days before the proposed packing date, failing to do so can result in the order being moved to the end of the que so as not to delay prepared customers.
- Helmsdale hives accepts no responsibility for adverse chemical reactions due to standard heating procedures, allow for 3 days heating at up to but not exceeding 45deg from ambient with a 1–2-day cooldown in ambient temperatures.
- Helmsdale hives does not accept un-homogenized core sample results as a true and accurate representation of the entirety of a drum pre-packing or pre purchase- core samples are used as an indication only and confirmed with homogenized sampling.
- Helmsdale hives accepts no responsibility for HMF increases but will take all care to assist if notified pre-packing of high readings to achieve an acceptable result.
- Helmsdale hives is a Raw honey packing facility & does not utilize commercial creaming equipment for rapid heating and cooling, as such creaming results in a more natural cream. Because of this the creaming results will Vary and take much longer to initially 'set' as the process finalizes in jar.
- While Helmsdale hives takes all care to recover as much product as possible, modern filtration and processing methods produce 7-12kg of wastage per batch on average in our current configuration and is to be expected.
- All honey stored on site is at ambient temperatures and no cooling systems are in place to combat higher ambient temperatures through summer. if product is creamed or high in HMF storage of such is at the customer's own risk.