



## Additional Information

Thank you for shopping with us on the [Handmade Market](#) online! Below you'll find some additional information about your order and what you can expect when you purchase from Lovebee Products on one of our partner websites!

### Always Fresh – Guaranteed!



To guarantee the best experience, all orders placed on this website are made as ordered and do not come from existing stock. While this adds a little extra time to create your order (a day or two), the wait is certainly worth the results!

### Health Canada Regulations



All Lovebee products are manufactured in a clean, sanitary environment and are individually inspected for quality control before sale. Lovebee products meet or exceed Health Canada's requirements for selling in Canada (The Food & Drugs Act and Cosmetics Regulations) and the labeling requirements set forth by the Consumer Packaging and Labeling Act of Canada.

## Processing & Shipping

Your freshly created products will be handcrafted and shipped from Ridgeway, Ontario! All local orders (the Niagara Region), orders within Ontario and orders \$100 or over include **FREE** shipping / drop off!

### Shipping Rates Outside Ontario

Orders under \$100 will be shipped via Canada Post at the following rates:



- Quebec & Manitoba: \$7.99 (flat rate)
- Saskatchewan, New Brunswick, PEI, Nova Scotia & Newfoundland: \$8.99 (flat rate)
- Alberta & British Columbia: \$9.99 (flat rate)
- Nunavut, Yukon & NWT: \$10.99 (flat rate)

### COVID-19 Delays

At this time Canada Post is experiencing shipping delays due to COVID-19. We have found that this typically adds a day or two to regular shipping schedules.

## Website Terms & Conditions

Lovebee Products is a third-party vendor on the Handmade Market website. When you make a purchase on the Handmade Market online, your order is subject to the general terms and conditions located at <https://shop.handmademarket.ca/terms-conditions-of-use/>.



While we are responsible and control the content of our vendor page/portal and store, Lovebee Products does not directly handle, process and/or store payment or transaction information of any kind.

Lovebee Products will have access to the shipping information you provide, solely for the purpose of shipping your order.

For any issues regarding products, descriptions, purchases and refunds please write to [mail@lovebee.buzz](mailto:mail@lovebee.buzz)

## Packaging



Lovebee products are packed in eco-friendly recyclable containers which are largely aluminum and glass. Any plastic containers are BPA free. By default, most items are closed and sealed with a clear plastic shrink-wrap band for safety.

## Refunds & Returns

Given the nature of cosmetics and the inability to reuse opened products in any way, as well as the continued spread of COVID-19, we will only provide a refund under following scenarios:



1. An unopened product with an unaltered seal is returned to us within 7 business days of purchase.
2. You have received a defective product (proof required).
3. Your credit card or account was fraudulently used to make a transaction. Proof of fraudulent activity from your credit card provider or banking institution will be required for a refund.

If you have any questions or comments about your order, please write to [mail@lovebee.buzz](mailto:mail@lovebee.buzz) or call 1-800-933-0850.

Thank you for choosing Lovebee Products and supporting Canadian small businesses!