

# **Package Bees – Frequently Asked Questions**

## **When will my bees arrive at my local post office?**

Package bees should arrive between the middle to end of the same week they ship. They ship out on a Monday so they will travel to your local post office without delay.

## **Will I be called when my bees arrive at the post office?**

Yes, the local post office will call the phone number that was provided at time of order, when your bees are delivered to the post office. You will be responsible for picking up your bees from the post office.

## **Can I track my shipment of bees?**

Yes, tracking information will be emailed to the email address provided when the package bees were purchased, sometime around 24 hours after your bees have shipped. If you don't see an email in your inbox, be sure to check your spam folder. It may come from the Shippo for East Coast Bees or the breeder from the West Coast Bee rather than Dadant & Sons Inc so please look for the subject line with Bees in it.

## **What if my bees arrive dead/mostly dead?**

Pick up the package(s) from the post office and go to the section below titled “**Package Bees – Guarantee**”.

## **How do I care for my queen and bees?**

Refer to the section below titled “**Package Bees – Package Bee and Queen Instructions**”

# Package Bees – Package Bee and Queen

## Instructions

### Bee Installation

After you received your bees, it is a good idea to feed them sugar water (one-to-one mixture of sugar and water). It will help them get established in your hive. If you have an empty super, you can place the sugar water mixture in it on top of the frames. A couple of pin holes in a can or plastic container will allow the feed to be accessed by the bees. Puncture the bottom of the container rather than the lid, so it won't spill out when you put it on the frames.

When you hive your package bees, If the temperature is warm, over 50 degrees Fahrenheit, you can spray the bees in the package with sugar water (one-to-one mixture of sugar and water) before you open the package to put them in the hive. This will keep the bees from flying around as you hive them. They will clean each other off after you have transferred them into the hive. Use a new spray bottle so you do not contaminate the sugar water mixture. You should take the queen cage out of the package, set it aside, and shake the bees onto the frames. You may also pull grass or weeds and place them in the entrance to help keep the bees in the hive for a few days until they accept the hive. If you have an entrance reducer, use the small opening to help restrict the access to the hive for a few days also. Here is a link to a Dadant Video about installing your package bees - [How to Install Package Bees Video | Dadant & Sons 1863](#)

You can copy it to a browser to view it, if the link is not clickable.

### Queen Installation

The queen will be in a separate cage with attendants to groom her and feed her. The queen will have a dot mark on her back to identify her. Take the queen cage and remove the plastic cap/cork from the end that has the white candy in it, then place the cage into the hive. The queen will eat her way out of the cage after a period of time. DO NOT RELEASE THE QUEEN DIRECTLY INTO THE HIVE, she will need to acclimate herself with the bees in the package. Check to see that the queen is released after 4 days, if she is not released by that time, you can directly release her into the hive. If the queen arrives dead, take a picture of the queen in the queen cage and install her in the hive to keep the bees content until the new queen arrives.

# Package Bees – Guarantee

## **Some/All of my bees are dead, what can I do?**

If there are more than two inches of dead bees on the bottom of the leveled cage and it has been less than 48 hours since receiving your bees, we will replace the bees. Here's what you need to do:

1. You must shake the package side-to-side to level the bees.
2. You must place the package on a flat surface and then place a ruler by the cage and take a picture of the ruler and dead bees from the side, showing the entire package.
3. You must take a picture of the shipping label.

**We must receive the pictures within 48 hours of the receipt of the package bees or we will not be able to issue replacement bees.**

Send these pictures to [tavise@dadant.com](mailto:tavise@dadant.com)

We will send the pictures to the breeder for a replacement package to be sent to you.

## **My queen is dead, what can I do?**

If your queen arrives to the post office dead and it has been less than 48 hours since receiving your queen, we will replace the queen. Here's what you need to do:

1. You must take a picture of the dead queen.
2. You must take a picture of the shipping label.
3. Put the dead queen in the hive to keep the bees content. Remove dead queen when the new queen arrives.

**We must receive the pictures within 48 hours of receipt of the queen or we will not be able to issue a replacement queen.**

Send these pictures to [tavise@dadant.com](mailto:tavise@dadant.com)

We will send the pictures to the breeder for a replacement queen to be sent to you. Replacement queen shipments are shipped UPS Next Day Air. If a PO Box was used for your original order, please include your street address in your email request for a replacement queen. You should put the dead queen in her cage in the hive until you receive your replacement queen, this way the hive will remain calm until you get the new queen. All replacement queens are shipped Monday through Thursday.

- We can only guarantee live delivery of the bees and queen to the post office.
- We can't replace the bees if they swarm after they are hived.

**If you need any additional information or advice on how to care for your queen or bees, feel free to reach out to us - Call 888-922-1293 and ask to speak to a beekeeper.**

**Good luck with your new package bees.**