



DELIVERY FAQs

HOW CAN I ORDER A DELIVERY?

If you have a valid medical marijuana card, you can place your order online at naturesmedicines.com, leafly.com, and weedmaps.com. Or by calling toll free **833.356.3145**. Per Prop 207, we cannot deliver to our recreational customers.

WHERE DO YOU DELIVER?

Orders still must be made within 25 miles of the location because some zip codes are partially out of 25 miles

Phoenix				Glendale		Happy Valley	
85003	85028	85207	85339	85029	85340	85022	85262
85004	85034	85208	85251	85031	85345	85023	85266
85006	85035	85209	85253	85033	85351	85024	85268
85007	85040	85210	85256	85037	85353	85027	85310
85008	85041	85212	85257	85051	85355	85032	85324
85009	85042	85213	85258	85301	85363	85050	85331
85012	85043	85224	85281	85302	85373	85053	85342
85013	85044	85225	85287	85303	85374	85054	85377
85014	85045	85226	85295	85304	85379	85083	85383
85015	85048	85233	85296	85305	85381	85085	
85016	85201	85233		85307	85382	85086	
85017	85202	85234		85309	85387	85087	
85018	85203	85248		85323	85388	85254	
85019	85204	85249		85326	85392	85255	
85020	85205	85250		85335	85395	85259	
85021	85206	85297		85338		85260	

WHAT ARE THE HOURS OF DELIVERY?

Deliveries are made daily from 10:00 AM to 10:00 PM* as follows:

Delivery Route 1	10:00 AM - 2:00 PM
Delivery Route 2	2:30 PM - 6:30 PM
Delivery Route 3	7:00 PM - 10:00 PM

*Your order may arrive after 10 PM. You may NOT change your order or delivery address within an hour of the start of your scheduled delivery route.

WHAT ARE THE ORDERING WINDOW HOURS?

Orders are taken from 7:00 AM - 6:00 PM

Order Window 1	7:00 AM - 9:30 AM
Order Window 2	9:30 AM - 1:30 PM
Order Window 3	1:30 PM - 6:00 PM

CAN I ORDER AHEAD OF TIME?

Yes. You can place an order for a later route by utilizing our ordering windows. *Please note: It's best to choose a route based on the optimum time you expect to be at your home address.*

WILL I KNOW WHEN MY ORDER WILL BE ARRIVING?

A dispatcher will contact you to confirm your order and request any additional delivery instructions. ETAs are provided after all orders are received for your specific route.

Note: If you do not answer the call from one of our dispatchers to confirm your delivery order, we will not make your delivery in the scheduled window. When you follow up with a dispatcher, they will reschedule your delivery for the next available route. If you do not reschedule the same day, your order will be canceled and you will have to reorder.

HOW CAN I PAY?

By cash: Exact change is strongly encouraged

Note: You will be asked to provide your signature when you pay for your order. Your signature is an acknowledgment that your order is complete and correct.

WHAT IS THE COST OF DELIVERY?

Delivery is FREE with all orders over \$80, before tax- this includes any applied discounts. Otherwise the fee is \$9.99 per delivery.

WHAT DO I NEED TO HAVE READY WHEN THE DRIVER ARRIVES?

You must be present to meet the driver with your current MMJ card. Also please remember to wear a mask! We also ask that you and the driver social distance, remaining 6 feet apart. Thank you.

NO SHOW POLICY

First, let us explain our definition of a no show. A no show means one or more of the following:

- You did not answer your phone when our driver called to say he/she had arrived at the delivery address with your order. You also did not call the driver back during the 5 minute grace period before the driver leaves your delivery address.
- You cancelled your order when the driver was already en route to you
- You have insufficient funds for payment; Note: your payment total is confirmed during your dispatch call
- You provided an inaccurate delivery address.
- You provided an inaccurate phone number for your delivery.
- Your phone did not accept our text updates

WHAT HAPPENS IF YOU ARE FLAGGED IN OUR SYSTEM AS A NO SHOW?

1st No-Show You receive a warning

2nd No-Show You are banned from our delivery service for 30 days

WHY DO WE HAVE THIS NO SHOW POLICY?

It's really important to us that we serve as many customers as we can each day. When you don't show up for your scheduled delivery, that means someone else is either not getting their medicine or receiving it late. Thanks for helping us serve as many patients as possible each day by being available to accept your delivery on-time!