



DELIVERY FAQs

HOW CAN I ORDER A DELIVERY?

If you have a valid medical marijuana card, you can place your order online at nauresmedicines.com, leafly.com, and weedmaps.com. For additional assistance in ordering, call our knowledgeable Personal Service Providers toll-free at **833.356.3145**. We may contact you via text about your order. Please respond ASAP so that we can ensure the items you requested can be reserved. If we do not receive a response to our request to substitute an item in your order within 30 minutes, your order will be canceled. 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!