



# 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](http://naturesmedicines.com), [leafly.com](http://leafly.com), and [weedmaps.com](http://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 must be delivered within 25 miles of your chosen location. Some ZIP codes may be partially outside of a 25 mile radius.

Phoenix	Glendale	Happy Valley
85003	85029	85022
85004	85031	85023
85006	85033	85024
85007	85037	85027
85008	85051	85032
85009	85301	85050
85012	85302	85053
85013	85303	85054
85014	85304	85083
85015	85305	85085
85016	85306	85086
85017	85307	85087
85018	85309	85254
85019	85323	85255
85020	85326	85259
85021	85335	85260
85028	85338	
85034	85340	
85035	85345	
85040	85351	
85041	85353	
85042	85355	
85043	85363	
85044	85373	
85045	85374	
85048	85375	
85201	85378	
85202	85379	
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85204	85382	
85205	85387	
85206	85388	
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## WHAT ARE THE HOURS OF DELIVERY?

Deliveries are made daily from 9 AM to 10:30 PM\* as follows:

<b>Delivery Route 1</b>	9:00 AM - 12:00 PM
<b>Delivery Route 2</b>	12:30 PM - 3:30 PM
<b>Delivery Route 3</b>	4:00 PM - 6:00 PM
<b>Delivery Route 4</b>	6:30 PM - 9:00 PM

\*Your order may arrive after 9:00 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

<b>Order Window 1</b>	7:00 AM - 8:00 AM
<b>Order Window 2</b>	8:30 AM - 11:30 AM
<b>Order Window 3</b>	12:00 PM - 3:00 PM
<b>Order Window 4</b>	3:30 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!