



# 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		Tolleson	
85001	85017	85042	85071	85206	85249	85283	85029	85373	85022	85268	85031
85002	85018	85044	85072	85207	85250	85284	85051	85375	85023	85269	85033
85003	85019	85045	85073	85208	85251	85285	85301	85376	85024	85308	85035
85004	85020	85046	85074	85209	85252	85286	85302	85380	85032	85310	85037
85005	85021	85048	85075	85210	85256	85287	85303	85381	85050	85327	85043
85006	85025	85060	85076	85211	85257	85295	85304	85382	85053	85331	85322
85007	85026	85061	85078	85212	85258	85296	85305	85385	85054	85377	85323
85008	85027	85062	85079	85213	85261	85298	85306	85387	85083		85326
85009	85028	85063	85080	85214	85267	85299	85307	85388	85085		85338
85010	85030	85064	85082	85215	85271		85311		85086		85339
85011	85034	85065	85097	85216	85274		85312		85253		85340
85012	85036	85066	85098	85224	85275		85318		85254		85343
85013	85038	85067	85201	85225	85277		85335		85255		85392
85014	85039	85068	85202	85233	85280		85345		85259		85395
85015	85040	85069	85203	85234	85281		85351		85260		85396
85016	85041	85070	85204	85248	85282		85372		85263		

## WHAT ARE THE HOURS OF DELIVERY?

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

- Delivery Route 1** 10:00 AM – 1:00 PM
- Delivery Route 2** 2:00 PM – 5:00 PM
- Delivery Route 3** 6:00 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 – 5:00 PM

- Order Window 1** 7:00 AM – 9:00AM
- Order Window 2** 9:00 AM – 1:00 PM
- Order Window 3** 1:00 PM – 5:00 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 \$8.99 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!