

# PRE-ORDER FAQs

Order Toll Free 833.356.3145

## WHAT IS A PRE-ORDER?

Pre-orders are order reservations. Because we do not store payment information, payment is taken in-full at the time you pick up your order.

## HOW DO I PLACE A PRE-ORDER?

### Online

Nature's Medicines is pleased to offer **fast and secure online ordering**. Simply search for your product, choose your items, and click add to cart. Create a login to save your information for future purchases. To reserve your order, go to **naturesmedicines.com**, **leafly.com** or **weedmaps.com**.

### Phone

For phone orders call Toll Free **833.356.3145**. A Personal Service Provider will assist you.

### Hours for Online Ordering: 7 AM - 9 PM.

Please allow *up to 2 hours* to prepare the order. *Do not arrive until you have received the "ready for pickup" notification via text or email. Please double check the site you ordered from in case text messages are backlogged.*

**Final pick-up:** Prior to 10 PM.

## WHY SHOULD I ORDER ONLINE?

1. **Fast** – our quick single page check-out will get you on your way faster with much less frustration
2. **Peace of mind** – you will receive a confirmation email as soon as your order is placed and we will keep you posted with any updates to the status of your order as they happen
3. **Easy re-ordering** – you can save your details to your profile for faster future purchases

## WHAT INFORMATION DO I NEED TO PROVIDE FOR AN ORDER?

In order to process your order, we require the following information:

1. If you are buying recreational items, you must be an adult 21+ and provide a valid driver's license. If you are ordering medical items, you must provide a Medical Marijuana Card with a valid expiration date and a valid driver's license. A Medical Marijuana Card is NOT required to purchase recreational products.
2. Selected items and quantities of the product(s) you want to order
3. Phone number – in case we need to contact you quickly regarding your order
4. Email address – for order confirmation and invoice
5. Payment method – please provide a purchase order number and payment so you may complete your order. Tax not included, please be prepared to pay tax upon arrival.

### First time customers can place an order online or by phone.

Ordering online is the faster way for first time patients to get started. Doing so will enable you to quickly create your patient profile for future use online or by phone.

If you do need extra assistance, call Toll Free 833.356.3145. Note: A Personal Service Provider will ask you to provide photos of the required identifications via email for verification before taking your order.

- If communication is needed regarding the order via text, please respond ASAP so we can ensure the items you request will be reserved.
- NO sale items can be ordered online. Discounts do NOT stack/multiply.
- DO NOT attempt to place a pre-order while at the dispensary. We ask that you wait in the walk-in line if you've not placed a pre-order.
- NO additions/alterations to submitted pre-orders at pick up unless it's a non-cannabis item or you're redeeming referral/review Pre-Rolls.

## HOW CAN I PAY FOR MY ORDER?

We accept debit and cash transactions only and have two ATM machines on site. *Please note that we pass on bank charges for ATM transfer fees (\$3.50 – Phoenix, Glendale and Happy Valley) which will be added to your total if using your debit card at the terminal. This does not include any out of network fees from your bank.*

## DO YOU OFFER DISCOUNTS?

Yes, however they do not stack! Already discounted items, bulk pricing, First Time Customer specials, Vets and/or Senior discounts, etc., do not stack or multiply

## HOW DO I CANCEL MY ORDER?

If you need to cancel your pre-order please contact us ASAP at Toll Free **833.356.3145** to avoid temporary restrictions in the future. This plays into the Strike Policy.

## WHY DO I HAVE A "STRIKE" REGARDING PRE-ORDER?

We have a strike policy to ensure the pre-ordering process runs smoothly and efficiently. Here are some reasons we'd put temporary restrictions on your ability to place pre-orders with us.

If a patient cannot follow pre-order guidelines:

- **1st Strike** results in a verbal warning to the patient and a reminder of pre-order best practices.
- **2nd Strike** results in a one week pre-order ban. Patient is still able to purchase as a walk-in.
- **3rd Strike** results in a 30-day pre-order ban. Patient is still able to purchase as a walk-in.

## DO YOU OFFER A REFERRAL PROGRAM? HOW DOES IT WORK?

Refer a friend to receive a FREE glass prepacked eighth of flower. *Referring patient must be present to redeem referral item.*