



# DELIVERY FAQs

## HOW CAN I ORDER A DELIVERY?

If you have a valid Maryland medical marijuana card, you can place your order online at [naturesmedicines.com](http://naturesmedicines.com), [mdtruewellness.com](http://mdtruewellness.com), [dutchie.com](http://dutchie.com), or [weedmaps.com](http://weedmaps.com). We may contact you via phone call or text about your order. Please respond ASAP so that we can ensure the items you requested can be reserved.

## WHERE DO YOU DELIVER?

Orders will be delivered within 25 miles of your chosen location. Some ZIP codes may be partially outside of a 25-mile radius. \*Deliveries are restricted to residential addresses only.\*

|       |       |       |       |
|-------|-------|-------|-------|
| 21001 | 21034 | 21128 | 21901 |
| 21009 | 21040 | 21130 | 21902 |
| 21010 | 21047 | 21154 | 21903 |
| 21013 | 21050 | 21156 | 21904 |
| 21014 | 21051 | 21160 | 21911 |
| 21015 | 21078 | 21162 | 21914 |
| 21017 | 21082 | 21220 | 21917 |
| 21018 | 21084 | 21234 | 21918 |
| 21027 | 21085 | 21236 | 21919 |
| 21028 | 21087 | 21237 | 21921 |

## WHAT ARE THE HOURS OF DELIVERY?

Deliveries are made daily:

Monday – Saturday: 12:00 PM – 8:00 PM  
Sunday: 2:00 PM - 6:30PM

Monday - Saturday: Delivery Route 1 | 12:00 PM – 4:00 PM  
Delivery Route 2 | 4:00 PM – 8:00 PM

Sunday: Delivery Route 1 | 2:00 PM – 6:30 PM

*\*Your order may arrive after 8:00 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:

Monday – Saturday: Order Window 1 closes at 11:30 AM  
Order Window 2 closes at 3:30 PM

Sunday: Order window closes at 1:30 PM

## WILL I KNOW WHEN MY ORDER WILL BE ARRIVING?

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

## HOW CAN I PAY?

**By cash:** Exact change is strongly encouraged.

**By DutchiePay:** You must sign-up for DutchiePay when ordering. You cannot sign up upon arrival of your delivery.

**Debit:** There is a \$3.50 service charge for this option.

## WHAT IS THE COST OF DELIVERY?

Delivery is FREE with all orders over \$80 after discounts. Otherwise, the fee is \$9.00 per delivery.

## WHAT YOU NEED WHEN THE DRIVER ARRIVES?

You must be present to meet the driver with your current MMJ card. The driver can enter the residence if requested but can go no further than the inside awning. All deliveries are recorded for quality assurance and the safety of our patients and drivers.

## 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 in 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.

## 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 is important to us that we serve as many customers as we can each day. When you do not 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!