



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, mdtruewellness.com or dutchie.com. We may contact you via phone or dutchie.com messaging 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.

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.

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

WHAT ARE THE HOURS OF DELIVERY?

Deliveries are made from
Monday – Saturday: 12:00 PM – 8:00 PM
Sunday: 2:00 PM - 6:30PM

**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
Monday – Saturday: 9:00 AM – 12:00 PM
Sunday: 11:00 AM – 2:00 PM

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
By Debit: Drivers will have a 4G debit device for all card transactions. *Keep in mind that this is a debit card reader. Credit cards are NOT accepted. Your purchase will be rounded to the nearest \$5.00, and cash will be given as change. There is a \$3.50 service fee for debit transactions.

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. If you choose not to sign, once the driver leaves the residences, the order will be considered 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 \$9.00 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. The driver can enter the residence if requested but can go no further than the inside awning. All deliveries are recorded for the safety of our patients, drivers and for quality assurance.

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.

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!