



HOME DELIVERY FAQs

IMPORTANT ELIGIBILITY REQUIREMENTS

PLEASE REVIEW!

- A patient or caregiver **MUST** be registered under the Massachusetts Medical Use of Marijuana Program to be eligible for home delivery.
- Prior to delivery Bask **REQUIRES** the patient or caregiver visit and register in person at the Registered Marijuana Dispensary location: **2 Pequot Rd., Fairhaven, MA 02719**.
- Patients and caregivers **MUST** have the two forms of identification present at time-of-delivery that will be verified by delivery agents (**NO exceptions**). Current and valid Massachusetts Medical Marijuana card and one of the following: MA state-issued drivers license, passport, or government-issued ID with date of birth and photo. Please have the required forms of identification on person during time of delivery.
- Bask can **ONLY** deliver to the home address of the patient or caregiver registered with the Department of Public Health (DPH) or Cannabis Control Commission (CCC) under the Massachusetts Medical Use of Marijuana Program.
- To ensure safety for all, Bask delivery couriers wear body cameras in the course of deliveries. The body cameras **DO NOT** record audio. Patients or caregivers acknowledge and consent to body camera recording for the duration of the home delivery.
- Bask delivery couriers will contact the patient or caregiver upon arrival. The patient or caregiver must meet one of the couriers at the door. Bask requests the patient or caregiver consider house pets, houseguests and/ or any other considerations that could pose a risk or threat to the safety of the delivery personnel or compromise the discreet nature of the delivery service.

(1)

Where does Bask deliver?

- Home delivery is limited to mainland of the commonwealth of Massachusetts **ONLY**.
- Bask delivers within the following counties: **Cape Cod (Barnstable County), Bristol County & Plymouth County.**
- Delivery fees and minimum order amounts may vary depending on distance.

(2)

How do I place the order?

- SEE '**ORDERING PROCESS**' on the delivery webpage for a step-by-step guide to placing your online order.
- We recommended using a personal cell phone to register and create a Baker account for placing the online order. Patients or caregivers will be required to upload images of your Massachusetts Medical Marijuana Patient ID & government ID.
- If you do not have access to a computer or personal mobile device to place the order online, feel free to call us @ **774-305-4749**.
- The cut-off for next-day deliveries is 6:00 PM the day prior. We may not be able to accommodate next-day deliveries for all orders, depending on order time and location.

(3)

Is there a minimum order amount and/ or delivery fee?

- Minimum order amounts and delivery fees are dependent on the delivery zones. See our map on delivery zones and rates.
- **Minimum order \$100** (Minimum order amounts are determined after any/all discounts have been applied).
- **Delivery fee \$10** (waived for orders exceeding \$250).

(4)

How and when do I pay for my order?

- Payment for orders (including any applicable, included delivery fee) will be collected at the time of delivery.
- Bask delivery couriers will inform the patient of the order subtotal prior to visit.
- **Sales are final and non-refundable.**
- No tips, please.

(5)

How long will I wait?

- We will deliver as soon as possible! ETAs vary depending upon daily volume of orders, distance between delivery destinations, weather conditions and traffic. Bask delivery couriers will keep the patients or caregivers updated by phone.
- Bask delivery couriers will alert patients or caregivers in the event of unforeseen circumstances or any delay in delivery.
- **IMPORTANT:** If it is determined there will not be enough time to complete the shipment by last delivery time (subject to change), the shipment will be delayed until the following day. Bask delivery couriers will communicate with the patient or caregiver to coordinate next-day delivery.

(6)

How much can I purchase for home delivery orders?

- Bask will verify and strictly enforce quantity limits as established by the DPH or CCC prior to considering or accepting any/ all orders for home delivery.
- Patient quantity limits are set by state.

(7)

What should I do if I need to cancel or adjust my order?

- Baker online ordering allows for patients or caregivers to adjust or cancel the order before submitting.
- Bask delivery couriers can communicate with patients or caregivers through Baker's messenger to adjust orders before preparing the order. Call Bask @ **774-305-4749** with any questions or concerns regarding order.
- Notify Bask immediately if the order needs to be cancelled.
- **Sales are final and non-refundable.**
- Once the order has been acknowledged and fulfilled, Bask is **NOT** able to adjust order(s).

If you have any questions, concerns or issues regarding products that were delivered, contact us @ **774-305-4749**. Depending upon the nature of the request, the patient may be required to visit the dispensary to have their product(s) further accessed or troubleshoot.