



HOME DELIVERY AGREEMENT

At CeresMED we work hard to ensure that Vermonters have access to medical marijuana for symptom relief. We understand that many of our patients are limited by access to transportation and health challenges that make it difficult to visit a dispensary. Home delivery is a critical service for these individuals. We are pleased to be able to offer affordable delivery services for our patients, anywhere in the state of Vermont with a minimum order of \$100.00.

Service Charge:

- Patients with Sliding Scale pricing: \$0.00
- Delivery fee anywhere in the state: \$5.00
- Delivery fee waived if purchase is above: \$250.00

Procedure:

- Patients must read the guidelines and sign the home delivery agreement prior to scheduling their first delivery.
- The home address of the patient and/or caregiver must be registered with the VMR and match the address we have listed in our database.
- Delivery services are offered based on availability and scheduled on a first come, first served basis.
- Routes are determined by demand any given week. Requests must be placed Monday-Friday for CeresMed patients or Tuesday-Saturday for CeresMED South patients, a minimum of 24 hours before desired delivery date.
- A requested delivery date is not guaranteed until scheduled and confirmed through the Delivery Coordinator.
- Delivery drivers vary. We do not take requests for drivers.
- Orders can not be changed en route or at the time of delivery.
- Delivery transactions will be monitored through video and audio recording just as they are onsite at our dispensaries. Drivers will be outfitted with body cameras attached to a shoulder strap. The cameras will be turned on just prior to the Delivery Driver leaving the vehicle to approach the residence and will remain on until the Delivery Driver has returned to the vehicle.
- All body camera footage will be kept confidential, similar to other patient records.
- The patient, or their registered caregiver, must be home at the scheduled delivery time. If the patient or caregiver is unable to be at home at the agreed upon time, the Delivery Coordinator must be notified 24 hours prior and the delivery will be rescheduled. If the Delivery Driver arrives at the residence with no one present, the product will be returned and a new delivery must be scheduled with the Delivery Coordinator. We cannot guarantee the rescheduled delivery will be within the same week.
- Only the patient and/or their caregiver may be present for the transaction.
- For the safety and health of the drivers, we request that pets not be present during the transaction. Dogs must be leashed.



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- Delivery Drivers serve to deliver orders and transact payment. The driver will confirm with the patient that the products delivered are those indicated on the receipt. They do not provide product consultations. This allows drivers to stay on schedule. Consultations can be done on the phone at the time of order placement or any time after by calling Customer Service or emailing our info@ addresses.
- Delivery drivers will process the transaction at the main entrance of the residence and are only to step into the foyer of a home (within 5ft of entrance) under exceptional circumstances such as extreme weather. If a patient foresees difficulty in being able to fulfill this guideline based on the layout of the home or mobility concerns, a request for exemption can be made when the appointment is being scheduled. Once agreed upon, special instructions will be included with the Delivery Driver's travel manifest.
- Patients and caregivers are not allowed access to the company vehicle for any reason.
- Cash or check are the accepted forms of payment. It is preferred that patients are prepared with the exact amount of cash so that the drivers do not have to transact change. Checks must be filled out completely and in the exact amount of the order total. If the check is unable to be deposited due to a lack of funds, the patient will be contacted and must deliver cash payment to the delivering dispensary within 48 hours of return check notice. The patient will no longer be allowed to use check as a form of payment. Failure to repay the amount will result in potential removal from our registration lists as well as notification to the VMR.
- If there is a difference between the price quoted when placing the order and the amount being requested by the Delivery Driver, the Delivery Coordinator will be notified on the company phone and they will determine the accurate pricing. The Delivery Driver is not responsible for pricing changes.
- Delivery Drivers cannot accept gifts or tips of any kind.



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Conduct:

- Patients and caregivers are to be fully clothed and of sound mind. If the delivery driver observes the patient or caregiver to be acting erratically or under the influence of legal/illegal drugs/ alcohol and unable to conduct the business at hand, service may be refused.
- No weapons, illicit drugs or alcohol may be present during the delivery transaction.
- Professional and courteous behavior on the part of all parties will be expected during the entirety of the transaction. Profanity, threatening/insulting language and behaviors or inappropriate conversations will not be tolerated. CeresMED reserves the right to define appropriateness and to refuse service in these instances.

I understand and agree to the guidelines on procedure and conduct that are defined in this Home Delivery Agreement. I understand that if I do not follow them, that I will be refused home delivery service.

Patient Name: _____

Patient Signature: _____ Date: _____

CVD/SVW Employee Name: _____

CVD/SVW Employee Signature : _____ Date: _____