

Adult-Use Cannabis Delivery

Frequently Asked Questions

Cannabis delivery is now available in New York! This frequently asked questions (FAQ) guide will answer questions on what you need to know about getting cannabis delivered to you.

Frequently Asked Questions

How do I find an adult-use cannabis dispensary in New York that offers delivery services and confirm that the dispensary I'm purchasing from is a licensed store?

To find a licensed dispensary near you, you may go here: <https://cannabis.ny.gov/dispensary-location-verification>. Check for updates often as more dispensaries and delivery options will be added as they become open to the public.

How can I confirm that the cannabis product I purchased is regulated?

To verify the cannabis product you purchased is a regulated, lab tested, high-quality product from a licensed dispensary, look for the universal symbol (pictured to the right) on the packaging of your cannabis product(s). Consumers can also scan the QR code or visit the URL on the packaging of a product to verify the certificate of analysis (CoA) that proves the product was lab tested.



Is there an age requirement to purchase cannabis products?

Yes. You must be 21 years or older to purchase adult-use cannabis products. Adult-use cannabis products **cannot** be sold or delivered to individuals under twenty-one years of age.

Is there a limit on the quantity of cannabis products that I can purchase for delivery?

Adults 21 years or older can purchase up to three ounces (85 grams) of cannabis flower and up to 24 grams of concentrated cannabis (oils, tincture, edibles, vapes, etc.) in a single day for delivery in New York.

Please note: retail dispensaries may further restrict the amount of cannabis products a consumer may purchase based on current inventory.

How do I place an order for delivery?

Delivery orders of cannabis products can be placed by visiting the retail dispensary's website or may be offered by phone.

When can I purchase products for delivery?

Deliveries can only be made during the retail dispensary's hours of operation. Please contact the dispensary or visit their website for more information on hours of operation.

Can I place an order for future delivery?

Yes, you may be able to schedule an order for future delivery. To confirm availability of future delivery services, please contact a licensed retail dispensary.



Where can orders be delivered?

Deliveries must be made to:

- A physical address within the State of New York; and to
- A customer (21+), who is located at all forms of residential properties; short and long-term residencies; or private businesses, anywhere in New York State.

Deliveries are **not** permitted anywhere else, including but not limited to public building, public spaces including parks; community centers, any school grounds, day-care centers; and houses of worship or to a motor vehicle.

Can my order be delivered to my car?

No. Deliveries may not be made to anyone inside of a motor vehicle.

Is identification (ID) verification required to place a delivery order?

Yes. When placing an order online for delivery, customers must attest that they are of legal age (21+) to consume cannabis at time of purchase. At time of delivery, an additional identification check must be carried out by the employee making the delivery to complete the order.

What is considered valid identification (ID)?

- A valid federal, state, or local government identification, including IDNYC, stating the customer's age and a photograph of the individual's face
- A valid driver's license or non-driver identification card issued by the department of motor vehicles, the federal government, any United States territory, commonwealth or possession, the District of Columbia, a state government within the United States or a provincial government of the dominion of Canada
- A valid passport issued by the United States government or any other country
- An identification card issued by the armed forces of the United States.

What do I need to order cannabis via delivery?

- A computer, phone, or other smart device such as a tablet to place the order
- A valid ID
- An acceptable payment method (cash not permitted for delivery orders)
- A physical residential or private business address located in New York State

Is cash accepted upon delivery?

No. Cash payments from cannabis customers to delivery employees are **not** accepted.

How do I pay for my delivery order?

All deliveries must be pre-paid online or over the phone at the time the order is made. Cash is not accepted.

How will my order be delivered?

Deliveries in New York State must be made by ground transportation (such as a car, van, bike, scooter, foot, etc.).

How do I track the status of my delivery order?

Contact a licensed retail dispensary for more information on how to learn about the status of your delivery.



Can I designate someone else to accept my delivery?

Yes. But if the individual placing the order will not be the individual accepting the order, the individual placing the order must attest that the individual accepting the order is over 21 years of age and that individual accepting the order must show valid identification, as it is described above, when they accept the delivery.

Will I receive an invoice or receipt with my order?

Yes. Customers will receive an invoice or receipt at the time of delivery. This will include information on the dispensary you purchased from (name, location, address), the name and quantity of products delivered, and the name of the delivery employee, and other information.

Is a signature required upon delivery?

Yes. ID verification and a signature from the customer for each order is required.

Can I pick up my delivery order from a delivery-only location?

No. Delivery-only locations are not authorized for any on-site sales or pick up.

Is there a delivery fee?

Retail dispensaries may charge an additional fee for deliveries. Delivery fees can vary.

I live in New Jersey, can I place an order for delivery from a New York State adult-use dispensary?

No. Deliveries are **not** permitted to locations outside of New York State. It is illegal to cross state lines with adult-use cannabis.