

CANNABIS RETAILER (NON-STOREFRONT) FACT SHEET



RETAILER (NON-STOREFRONT): Sells cannabis goods to customers exclusively through delivery. A retailer non-storefront must have a licensed premises to store the cannabis goods for delivery. The premises of a non-storefront retailer shall not be open to the public.

RETAILER (NON-STOREFRONT) REQUIREMENTS

- **Hours of operation**
 - A licensed retailer may only engage in sales and deliveries between the hours of 6:00 a.m. and 10:00 p.m. Pacific Time.
- **Cannabis goods for sale**
 - A licensed retailer may only sell cannabis goods, cannabis accessories, and licensees' branded merchandise or promotional materials.
 - A licensed retailer may only receive cannabis goods for sale from a licensed distributor.
 - All cannabis goods must comply with all packaging and labeling requirements.
 - A licensed retailer may not sell cannabis goods that are expired.
- **Delivery**
 - All delivery customers must provide a valid proof of identification.
 - Persons 21 years of age or older may purchase adult-use cannabis goods.
 - Persons 18 years of age or older may purchase medicinal cannabis goods with a valid physician's recommendation.
 - Delivery employees must verify the age by inspecting a valid form of identification of all delivery customers, in person, before they complete delivery of the cannabis goods.
 - Delivery must be made to a physical address in any jurisdiction within California that is not on publicly owned land, a school, a day care, or a youth center.
 - During delivery, the employee must carry a copy of the retailer's license, the employee's government-issued identification, and an identification badge provided by the licensed retailer.
 - The delivery employee shall not carry cannabis goods valued in excess of \$5,000 at any time, with no more than \$3,000 of cannabis goods that are not already part of a customer order that was processed prior to leaving the premises.
 - A delivery request receipt must be prepared for each delivery of cannabis goods and contain all the items listed in section 5420 of the Bureau's regulations.
 - Delivery must be made in person by a direct employee of the licensed retailer. An independent contractor, third-party courier service, or an individual employed through a staffing agency would not be considered directly employed by the licensed retailer.
 - Delivery must be made using an enclosed motor vehicle equipped with a GPS device and secure storage for cannabis goods.
 - A vehicle used by a licensed retailer for delivery purposes is not required to be owned by the licensee.
- **Customer returns**
 - A licensed retailer may accept customer returns but may not resell the returned cannabis goods. The returned cannabis goods may be destroyed or, if defective, returned to the distributor from which they were obtained.

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