



## Dispensary Ordering Policies

**Payment is required at the time orders are placed. Orders are considered final and cannot be changed or returned.**

**Please place all orders one week in advance, by Thursday, for pick up or shipment the following week, in order to guarantee that your order can be fulfilled in one shipment or pick up.**

(Drop ship options are available for most products to expedite your order, but will involve an extra shipping and handling charge.)

**TCM Granule Formulas, Tinctures & Bulk Herbs can be refilled within 24 hours during our regular hours. However, if you need more than a double batch, we need one week's advance notice.**

(If we are able to fill your large granule order within 24-48 hours, we will do so for a \$10 Rush Fee.)

\*Orders received before noon will be available for pick up by 3pm.

\*Orders received after noon will be available for pick up by 11am the next day.

**Please be sure to indicate on your order form whether you would like the order sent in one or two shipments.** If you choose one shipment, we will send your order when it is complete. If you choose two shipments, we will send what we have in stock as soon as possible, and send the remainder of the order, either when it arrives, or drop shipped directly from our supplier.

Orders can be placed with our dispensary by phone (541)482-2107 option 2, fax (541)482-0454, or email at [dispensary@jademountainmedicine.com](mailto:dispensary@jademountainmedicine.com). **Whenever possible, please email your order using our Dispensary Order Form, which can be requested via email or downloaded from our website.**

**Bottle Charge** ~ There is a fee for tincture bottles, but **we are happy to waive that fee if you return your bottle for refill.** Keep in mind that refills may take 24 hrs.

Please feel free to contact our Dispensary Manager, Jennifer McCoy, or Dispensary Assistant, Karen Wennlund, with any questions or for assistance in placing your order. Feel free to contact the clinic staff anytime if your need is urgent and outside of dispensary hours.

## Dispensary Hours

Monday 10am-3pm

Tuesday 10am-5:30pm

Wednesday 10am-5:30pm

Thursday 10am-5:30pm

Friday 12-2pm

## Mission

At Jade Mountain Medicine, we put a lot of time and energy into researching the best quality products available. We stock only products that meet rigorous standards and analysis to ensure potency and purity, as well as clinical effectiveness. Our practitioners find this research essential to making confident recommendations. We aim to keep our prices affordable and competitive, but we are a small dispensary that is focused on service and education. While some of our products are also available from sources online, we can assure you that our products are stored properly and provided with our patient's health and healing as our greatest priority.