



CURBSIDE PICKUP POLICY — HEMP & TOBACCO RETAIL

NEBRASKA DISPENSARY

LAST UPDATED FEBURARY 19TH 2026

BIG O DISPO LLC

803 Sherman St Papillion NE 68046

Version #1.0.1

Effective Date:

January 1st, 2026

1. Eligibility (21+ Required)

Curbside pickup is restricted to customers who meet all the following criteria:

A. Age Requirement

- Customers must be 21 years of age or older to purchase or receive hemp, tobacco, or ENDS products.
- Age verification is mandatory for every curbside pickup, regardless of prior purchases.

B. Valid Government-Issued Photo ID

Accepted forms of ID include:

- State driver's license
- State ID card
- U.S. passport
- Military ID
- Tribal ID

The ID must be:

- Unexpired
- Legible
- Presented physically (no photos or digital copies unless permitted by state law)

C. Name Match Requirement

- The full legal name on the ID must match the name on the order.
- If the name does not match, staff must refuse the handoff.

D. Third-Party Pickup

- Third-party pickup is not permitted unless the customer provides prior written authorization and the authorized individual meets all ID and age requirements.
- Staff may request additional verification if fraud or misuse is suspected.



2. Pickup Window & Order Holds

A. Processing Time

Orders are processed during posted business hours. Processing times may vary based on:

- Order volume
- Product availability
- Verification requirements

B. “Ready for Pickup” Notification

Customers will receive a notification via email or SMS (if enabled) when their order is ready.

C. Hold Duration

- Orders are held for 48 hours after the “Ready” notification.
- After 48 hours, orders may be:
- Restocked, or
- Refunded minus applicable processing fees (if allowed by law and payment

D. Unclaimed Orders

Repeated failure to pick up orders may result in:

- Account flags
- Restrictions on future curbside orders
- Requirement for pre-payment only

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3. Verification of Vehicle

Upon arrival, customers must:

A. Provide Required Information

- Order number
- Full legal name
- Valid government-issued ID

B. Remain in Vehicle

For safety and compliance, customers must remain inside their vehicle unless instructed otherwise. (Processor rules)

C. Compliance Refusal

Staff may refuse curbside handoff if:

- The customer appears intoxicated
- The customer refuses to present ID
- The customer is aggressive, threatening, or non-compliant
- The vehicle is blocking traffic or creating a safety hazard

D. ENDS Product Requirements

ENDS products require:

- 21+ ID verification
- Face-to-face handoff
- No delivery to minors or third parties without authorization

4. Payment Requirements

A. Online Pre-Payment

- Online pre-payment is preferred when available.
- Payment processors may require additional verification for regulated products.

B. On-Site Payment

If on-site payment is offered:

- Exact cash only
- No bills over \$20 unless otherwise posted
- No checks or money orders
- Card payments may require the customer to exit the vehicle if the terminal cannot be brought curbside

C. Fraud Prevention

Suspicious payment activity may result in:

- Order cancellation
- Account review
- Reporting to authorities if required by law



5. Returns & Exchanges

A. Final Sale Policy

All sales of consumable products (hemp flower, pre-rolls, vape cartridges, edibles, etc.) are final.

B. Exceptions

Returns or exchanges may be permitted only for:

- Verified product defects
- Incorrect items provided by staff
- Packaging errors

C. Documentation

Customers may be required to provide:

- Photos of defects
- Batch numbers
- Original packaging

D. Legal Restrictions

State and federal regulations may prohibit the return of certain products regardless of condition.

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6. Safety & Compliance

A. Staff Authority

Staff may refuse service if:

- A customer poses a safety risk
- A customer violates store policies
- A customer attempts to purchase restricted items unlawfully

B. Vehicle Safety

Customers must:

- Park in designated curbside areas
- Avoid blocking fire lanes
- Follow staff instructions

C. ENDS Compliance

ENDS curbside handoff requires:

- Strict 21+ verification
- Compliance with federal and state tobacco laws
- No exceptions for minors or unauthorized individuals

D. Law Enforcement Cooperation

Big O Dispo LLC cooperates with:

- Local police
- State regulators
- Federal agencies (if applicable)



7. Licenses Available Upon Request

Big O Dispo LLC maintains all required state and federal licenses for hemp and tobacco retail operations. Copies may be provided upon request.

- USDA Hemp Producer License

USDA_31_0037 — Issued Dec 3, 2025; Expires Dec 31, 2028

- Nebraska Tax Permit

State ID 15812464 — Issued Feb 4, 2025

- Nebraska Tobacco Products Roster

Big O Dispo LLC listed (Papillion, NE)

- Nebraska Certificate of Good Standing

Issued Oct 31, 2025

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Sources

Age Verification & Tobacco Compliance

- FDA Tobacco 21 Law
(fda.gov in Bing)
- FDA ENDS Regulations
(fda.gov in Bing)
- Nebraska Tobacco Compliance
(dhhs.ne.gov in Bing)

Hemp Regulations

- USDA Hemp Program
(ams.usda.gov in Bing)
- Nebraska Hemp Program

<https://nda.nebraska.gov/hemp/>

Consumer Protection & Advertising

- FTC Truth-in-Advertising
(ftc.gov in Bing)
- FTC Business Guidance
(ftc.gov in Bing)

Data Security & ID Verification Standards

- NIST Digital Identity Guidelines
<https://pages.nist.gov/800-63-3/>
- FTC Data Security
(ftc.gov in Bing)



Legal Disclaimer

This Curbside Pickup Policy is provided for general informational purposes only and does not constitute legal, regulatory, or compliance advice. Laws governing hemp, tobacco, ENDS products, curbside delivery, age verification, and retail operations may vary by jurisdiction and are subject to change without notice. Big O Dispo LLC does not guarantee that this Policy reflects every applicable legal requirement or industry standard.

Customers and visitors are responsible for reviewing the most current version of this Policy and for seeking independent legal counsel regarding obligations that may apply to their specific circumstances. Big O Dispo LLC reserves the right to modify, amend, or replace this Policy at any time, and such updates will be reflected by a revised Effective Date.

Use of our curbside services signifies your acknowledgment and acceptance of this Policy as it exists at the time of service. If you do not agree with any part of this Policy, you should not use curbside pickup services.

