

AUSTRALANI

Australani Dispensary Ordering Process

Welcome to Australani. At Australani, we are committed to providing a seamless experience for our patients when ordering products. Our Dispensary process is simple.

CONSULT > NEW SCRIPT CREATED > NEW SCRIPT NOTIFICATION >
ORDER ON DASHBOARD > ORDER PROCESSED > RECEIVE ORDER

Follow the steps below to place your order through our website:

1. Register or Log in to Your Account

New Patients: If you are a first-time patient, please create an account by visiting www.australani.com.au and selecting the "New Patient" button. Provide all necessary information and book a consultant with one of your doctors so we can get you on your way with your health journey.

Existing Patients: Log in to your account using your email and password. You can find the login on our website "Existing Patients" button.

2. Consultation and Prescription

Before placing an order, ensure you have undertaken your consultation and have been provided a prescription. You will know as a text message is sent to you, that your script is ready, you can place an order and in your dashboard under "My Scripts" you will be able to view your script, including any repeats.

The screenshot shows the Australani Dashboard. On the left is a dark green navigation menu with the following items: Home, My Scripts, Order History, Place an Order, Book an Appointment, and All Products. The main header area includes the title 'Dashboard', the AustralaniShop logo with the email 'clinicshop@australani.com.au', and a notification bell icon. Below the header is a progress bar with five stages: Under Review, Application Approved, Prescription Created, Paid, and Treatment Live (which is highlighted in dark green). The main content area is titled 'Current Scripts' and contains a table with the following data:

eRX#	Repeats	Remaining Qty	Products	Expires	Status
22FYM82Y3BQW3H4RP3	18 Remaining	18 / 18	N/A	13 Mar 2025	Active

3. Browse All Products

Navigate to the "All Products" section of your dashboard to view our wide range of medicinal cannabis products. Only products approved by the Doctor are able to be seen due to regulatory requirements. You can request additional product views from the Doctor.

Note, we do not support one brand over another and are committed to offering a wide range of products from price conscious to craft and everything in between to help you on your health journey. We have in ready stock at our dispensary for a core range of brands and are able to by request via email source and order in specific brands you may desire. To ensure we cater to the individual needs of our patients, our extensive range includes many products on backorder from the supplier that will take on average 1 day to arrive for dispensary.

Click on each product to view detailed information.

4. Add to Cart

Once you've identified the product that fits your needs, select the appropriate quantity and click "Add to Cart."

Review your cart to ensure the items and quantities are correct.

5. Checkout

- Review your cart and proceed to the checkout page.
- Choose if you want to have it Express Couriered to you or pick up from our Gold Coast Dispensary (6/32 Junction Road Burleigh Heads).
- Pay to complete your order.

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6. Order Confirmation

Once your order has been placed, you will receive an SMS text and email confirmation. Please note - all prescription orders have to be checked for compliance and regulatory requirements. Backorders from suppliers will be processed asap.

7. Delivery or Pick Up

Orders are shipped via secure and discreet packaging. All orders are tracked, and you will receive updates on the delivery status via email or SMS.

Please ensure someone is available to receive the order, as all deliveries require a signature upon receipt.

Pick up is during Dispensary pick up times only.

Patient Support

If you have any questions or issues with your order, our dedicated customer support team is available to assist you.

Reach out to us:

Dispensary - Dispensary@Australani.com.au

Clinic - Clinic@Australani.com.au

Phone +61721115280

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