

## April 2020 Newsletter

Hello everyone, due to Governor Hogan's executive order(s), our store policies are changing rapidly, and you need the latest information. We are hopeful stores will soon be able to allow customers inside as we miss the interaction with you. We thank you for your patience & understanding.

As you have already guessed, it is difficult to find certain items when shopping. We too are having the same pitfalls. We have expanded our reach to additional vape product suppliers. Please bear with us as we have difficulty restocking certain items.

Under normal circumstances, if you are looking for particular item(s) that we do not regularly stock, we are happy to special order it for you. However, at this time, we cannot accommodate these requests. We are always open to ideas for new hardware & flavors. If you have any suggestions, please let us know.

We have brought in a few new items for sale, so please be thorough during your visit on our website. Due to a recent executive order, everyone must wear a face covering (mask) of some sort when shopping in person at all retail businesses. Therefore, we now offer cloth face masks for purchase.

We also have acquired some small bottles of hand sanitizer to which we are giving away to our customers free of charge. If you have not received one, please let us know and we will accommodate. Please be respectful of only 1 bottle per account so others may receive one. Supplies are limited and are on a first come first serve basis.

We have noticed a lack of following our instructions when ordering on our website. We have made mention to everyone to look at our [Shipping/Delivery](#) page which lists a 10% off coupon code, but few are using it. Please note it below.

### ***Until further notice:***

- We are OPEN for business – with certain restrictions (subject to change at any time)
- Temporary Hours of Operation are: Monday-Saturday 10am-7pm, Sunday 10am-6pm
- No customers are allowed inside the store
- ALL purchases are conducted via our website ([vapechalet.com](http://vapechalet.com))
- Use coupon code “**vape10**” for 10% off your purchase (extended through May 15, 2020)
- Shipping is available via USPS
- *CURBSIDE PICKUP* is available
- *DELIVERY* is available

*(These options help alleviate the possibility of the continued spread of covid19)*

**\*\* NOTE - During checkout, our website may act finicky at times. You may have to refresh the screen once or twice. Once the "CAPTCHA" (I am not a robot) checkbox appears and the box is checked, you will be allowed to continue the checkout process. We apologize for this inconvenience. \*\***

**\*\* FOR CURRENT CUSTOMERS ONLY \*\*** -- when ordering on our website for the first time, please follow these instructions:

1. Click "Login"
  2. Click "forgot password", enter the email we already have on file, and click "send now". A link will be emailed to create a new password.
  3. Enter a new password and click "save"
  4. You may have to re-login to conduct your shopping
- This way the online portal will be officially activated and should allow all appropriate discounts & rewards. Your order will also be linked to the proper account and a duplicate account will not be created. The website only allows one coupon per order. If you have problems, please call the store.

**Curbside Pickup Info:**

During checkout, select “curbside pickup”. Call the store upon your arrival at 301-498-8273. We will bring your items to your vehicle – please have ID ready to verify the order, your identity, and age.

**Delivery Info:**

Available to your home/workplace provided the delivery address is within the following 41 Zip Codes:

21077, 21144, 20701, 20794, 21076, 20755, 20724, 20763, 21240, 21075, 21113, 21061, 21046, 20797, 21062, 21090, 20709, 20726, 20725, 20723, 21108, 21045, 20708, 21054, 20707, 21227, 21150, 21250, 21114, 20717, 20718, 20719, 21060, 21043, 21044, 21225, 20715, 21228, 20720, 21032, 21146

Delivery is ONLY available Monday–Saturday, 12pm-6pm. If your order is received after 6pm, it will be added to the next delivery day.

We will call you when your order is leaving the store and give an approximate time of arrival. When our employee arrives, they will call you to come outside to the vehicle. Please have ID ready to verify the order, your identity, and age (21yrs+). Our employees will not enter any buildings for deliveries (i.e. apartment or otherwise).

**Military residing on Ft. Meade:**

We will call you when your order is leaving the store and give an approximate time of arrival. However, deliveries will ONLY be made to the Visitor’s Center area located outside of Reece Gate.

*Due to rapid policy changes, ALL updates are available on the [News/Events](#) page on our website ([vapechalet.com](http://vapechalet.com)).*