

May 2020 Newsletter

Hello everyone, due to certain executive order(s), our store policies are changing rapidly, and you need the latest information. We thank you for your patience & understanding.

As you may 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 several additional vape product suppliers. Please bear with us as we have difficulty restocking certain items.

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 inside the store and on our website.

We have acquired, and NOW SELL, bottles of Hand Sanitizer (3 different sizes) and Anti-bacterial Hand Soap (5 different scents). Supplies are limited and are on a first come first serve basis.

Special Orders: If you are looking for a particular item(s) we do not regularly stock, we are happy to special order it for you. However, you must pay in advance and inside the store.

REVISED STORE POLICY - Effective May 29, 2020 at 5pm:

- NOW OPEN INSIDE – with certain restrictions
- Revised Temporary Hours: Monday-Saturday (10am-7pm), Sunday (10am-6pm)
- NO more than 10 individuals allowed in the store at one time (including employees)
- Please adhere to the mandated 6-foot social distancing
- DO NOT linger/loiter. When your transaction is complete, please exit the store.
- NO complimentary taste-testing
- NO complimentary re-wicks
- NO handling your device UNLESS we are installing new coils (we will sterilize your tank, RDA, RDTA, etc)
- CURBSIDE PICKUP still available (vapechalet.com)
- LOCAL DELIVERY still available (vapechalet.com)

MASKS - Per Anne Arundel County Executive, *stuart pittman*, masks are still required inside all retail businesses. HOWEVER, if you ARE NOT wearing a mask, TITLE III of ADA does not allow us to ask why you are not wearing a mask. THEREFORE, we will assume you have a medical condition.

WEBSITE ORDERING:

During checkout, our website may act finicky at times. You may have to refresh the screen once or twice. Once the "I am not a robot" (CAPTCHA) 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 **** -- if you have purchased *inside* the store already and are 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).