

## COVID-19 Store Updates (March 28th)

Open for ONLINE ORDERING only (delivery or pick-up). Steps we are taking to play it safe:

### Limiting hours for delivery and store pick-up (orders can be placed online at any time):

- Current hours are FRI - SAT from 2 to 8 and, SUN, TUES - THURS from 2 to 6.
- We are now **CLOSED ON MONDAYS.**
- Check our website or social media regularly for updates.
- If you are a loyalty member, please **email your order confirmation** to [deborah@d-vino.com](mailto:deborah@d-vino.com) and your points will be entered manually. Your order confirmation email contains all of the info we need to enter your points.

### Delivery:

- We are currently getting orders out within 2 hours (subject to change).
- Any delivery orders placed an hour before closing may be delivered the next day.
- Please **tip online**. Our delivery people will drop off your order with your doorman if you're in a door-manned building OR knock and leave at your front door.
- If you are not home at time of delivery, and we can't leave the delivery, it will be returned to the store and you can pick it up at your convenience.

### Store pick-up:

- Once you place your order, it will be ready within 15 minutes for pick up. You will NOT receive another email letting you know when it is ready.
- **Please bring your own bag** if under 6 bottles. We will provide boxes for larger orders.
- Wait at the door (or knock) and someone will come to meet you. **Please do not open the door.**
- Give your last name when someone comes to the door.

### Remember:

- We are currently running with only half of our staff.
- Please be patient as we work through any issues that may arise during this unprecedented time.
- We cannot take orders over the phone unless you are having technical issues. We do not have the staff to handle this additional method.

### On a fun note:

We are working on starting a weekly live video wine tasting. If interested, email [deborah@d-vino.com](mailto:deborah@d-vino.com) and we'll send you details when ready.