

# FAQ

**NOTE:** Please save your Order Confirmation email as it is your Receipt :) And as always, when your order ships, you will get an email with your tracking number.

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**Q: I'm having side effects, it tastes bad, or I can't taste anything :(**

**Q: There's too much throat hit, or not enough!**

**Q: Will any of the Juices crack a tank?**

**Q: I'm still so confused and I have so many questions about everything here!**

**Q: What's the best way to store my Juice?**

**Q: How should I vape AiV Juices?**

**Q: To Steep or not to Steep?**

**Q: What if I made a mistake in my order or shipping address?**

**Q: Can you tell me more about your Juices please?**

**Q: Do you use artificial sweetener?**

**Q: Are your Juices vegan/gluten-free? Will they affect my blood sugar levels?**

**Q: Do your DIY extracts contain diacetyl?**

**Q: What are your regular and Max VG ratios and do you make custom PG/VG ratios, or off-list nicotine concentrations?**

**Q: I like it but I need stronger flavor for my palette.**

**Q: I want a flavor that you don't have.**

**Q: How do I send something to a friend?**

**Q: How do I change my avatar (when i make a comment)?**

**Q: Do you offer wholesale discounts?**

**Q: How do I contact Alice in Vapeland?**

**A:** *Ahey, and other nautical expressions!*

Please feel free to tell us about your hopes and dreams . . . Seriously! We're \*always\* looking for new ideas. We welcome your suggestions and comments as well :)

To make sure we can get you your order as quickly as possible, please note the

following:

Please kindly note that we are unable to make any changes to your order once you have placed it.

All orders ship within 3 business days :)

If you do place two separate orders, we will ship them separately.

Email us [here](#).

(For general questions, order inquiries and also wholesale inquiries, but please review our [wholesale info](#) first)

If it is urgent, you may also text or call at five-zero-five, twenty-eight, eighty-seven.

5740 Osuna Rd NE Albuquerque, NM 87109

You can find us also at: Our [Private Facebook Group](#), also known as the Rabbit Hole, our [Facebook Page](#), and on [Instagram!](#)

### **Q: Shipping, Returns and International Shipping**

**A:** After payment has been received, we will carefully pack and ship out your package as soon as possible. We will ship your package generally within 3 business days after you order. During holidays or sales it could take a day or two longer. Transit time varies, but is generally 2-8 days. Standard shipping is currently available for domestic shipments to all 50 U.S. states.

If you're international, we'll do our best to get your package to you safely & quickly.

Tracking, however is unavailable, and please note that we cannot guarantee the arrival of your package. Please let us know if your country has specific requirements.

Please note that we cannot track international packages. [Parcelsapp.com](#), however, may have a bit more tracking information.

We try to keep shipping prices as low as possible. For all US orders, you are able to track your package via your tracking number, and follow it from our door to your door.

For international packages, we are only able to follow them until they leave the US.

We cannot take any returns or offer refunds. Although we do not offer refunds or returns. Please let us know if your parcel did not arrive to you safely! Document and [contact us](#).

PLEASE order carefully, at the correct strength for your needs. As we cannot take any returns or offer any refunds, PLEASE try our smaller bottles of various flavors

BEFORE buying larger bottles! Taste is so very subjective, and so are all reviews. Our flavors are more subtle than most. If you are used to very strong flavors, our flavors may not be your cup o' tea right now. Many people think they will enjoy one flavor the most and end up enjoying another even more! The smaller 3ml or 15ml bottles are the perfect way to try lots of things before committing to a larger bottle :)

We will happily help you troubleshoot if you need any help! Please browse through this page as there is lots of helpful info. And if your question still isn't answered, just call or

email us at [nicole@aliceinvapeland.com](mailto:nicole@aliceinvapeland.com).

**Q: What payments do you accept?**

We accept Visa, Mastercard, American Express and Discover. We also accept personal cheques - just email your order to [nicole@aliceinvapeland.com](mailto:nicole@aliceinvapeland.com), and mail cheque to the mailing address above. And if you're a crafter, designer, or maker, we love to trade :)

“The arts are not a way of making a living. They are a very human way of making life more bearable. Practicing an art, no matter how well or badly, is a way to make your soul grow, for heaven's sake. Sing in the shower. Dance to the radio. Tell stories. Write a poem to a friend, even a lousy poem. Do it as well as you possibly can. You will get an enormous reward. You will have created something.” — Kurt Vonnegut, *A Man Without a Country* (Thank you YardByrd for quoting this quote)

**Q: What is Age Verification? What do I have to do and how does it work?**

**A:** You must be of legal age in your jurisdiction when you make a purchase. After checkout, you may be required to submit your birth, name, and address and/or a picture of your photo ID.

**Q: What's my order status? Will I get an email when my order ships?**

**A:** You will get 2 emails from us about your order!

You will get a ORDER CONFIRMATION RECEIPT from us immediately after ordering (this contains your order number, for your reference, or if you email us)

You will get a TRACKING NUMBER to your shipping email as soon as your parcel is on the way to you.

\*NOTE\* If you have not gotten any of these emails, please first note if you gave us the right email, check your spam folder, and then check with [nicole@aliceinvapeland.com](mailto:nicole@aliceinvapeland.com) about your order.

**Q: Why are we changing our offerings?**

**A:** We are committed to keeping your experience delightfully enchanting. As federal regulations evolve, it is becoming harder and harder for us to serve delights to our favorite folks in the universe. To keep your freedom alive, we'll be introducing DIY kits that will help you to craft magical cloud-making experiences at home. This shift ensures we can continue serving you while staying compliant with current FDA guidance. For more information on FDA regulations regarding e-liquids, visit: [FDA Tobacco Products](#).

**Q: Yay! I can order anytime 24/7?**

**A:** Yes! You can now order anytime 24 hours a day, 7 days a week. We asked you, our dear Vapelandians, what you most wanted from us and you replied that you wanted to be able to order anytime, and you wanted faster shipping. We are making your dream come true! As always, our excellent Mushroom Lab staff is entirely devoted to bringing you deliciousness and wonder, now just faster and more often!

**Q: How do I switch over from disposable vapes?**

A: Disposable vapes are considered "closed systems" as they do not have a refillable component, while any system that does allow re-filling is considered to be an "open system". Disposables are also generally made with artificial flavors, are often very sweet and strong, and often are minty or mentholated. We offer re-fill liquid for open systems. So, you might first purchase an open system that is refillable, and then find the flavor of your dreams to fill it up with! SMOK is a very good brand of equipment, and for pods, the Nord 2 is time-tested, as well as the Vaporesso systems, and many others. If you are missing the mint, menthol, or sweetness you might consider purchasing those and adding a few drops to your bottle!

**Q: Do your juices work with pod systems?**

A: Yes! Generally all our Juices work in Pod systems. If you do find that your particular pod system is leaking, please request Max VG. If you find that you are getting dry hits, please request 50/50. But, for the most part, our Juices are quite compatible with pod systems.

**Q: I don't know what to pick!**

A: Discovering flavors you love is a wonderful journey! There are a few ways to approach it. You may try our Quiz to help sort out what you might like. Also, here is a chart of all our Juices, with information about each. Often there are reviews on the Juices, although taste is quite subjective. And you might find elsewhere on the internet, people discussing their own experiences. The folks in our Facebook Group also are wonderful to chat with!

**Q: Can you tell me about your Gorilla bottles? Are they safe?**

**A:** We are now offering our delights in V3 Gorilla bottles, in a lovely selection of sizes. We have found these beautifully designed bottles to be handy, convenient, useful, leakproof and overall, very popular. The bottles are tinted as to help protect your Juices from sunlight. They are also very impermeable to both liquids and air, thus making them safe and stable for storing your Juices. In fact they can be used from -76 degrees F all the way up to 266 degrees F! (Extreme vacation, anyone?). Other fun facts, PET bottles are transparent to microwave radiation, meaning microwaves are not absorbed by them but pass right thru them. They are also recyclable and approved

as safe for contact with foods and beverages by the FDA, Health Canada, EFSA & other health agencies. Please, however, refrain from boiling your Gorilla bottles for any reason. IF you are a glass diehard, and we understand (our mixing and production continues as usual, exclusively in glass) please talk to us and let us help how we can. We also will continue to offer glass empties for your transfer and storage needs. Please check out our [DIY](#) section.

**Q: Can I order any of your Juices made with salts?**

**A:** Yes, we offer salts! If you need a specific strength, feel free to mention in the notes at checkout. Salts are smoother and preferred by many.

**Q: The site is not loading correctly. I'm getting a security warning.**

**A:** Our security certificates are up to date! Sometimes returning customers' browsers might load a cached version of the site. Clearing the cache in your browser will usually fix this issue. If you are still having problems, email us: [nicole@aliceinvapeland.com](mailto:nicole@aliceinvapeland.com)

**Q: I just got a bunch of flavors! How should I sample them?**

**A:** For the most clear tasting experience, replacing the atomizer heads (or re-wick/rebuild your atomizer) between each flavor will allow you to taste each flavor without ANY residue from another.

Alternatively, you can change heads/rebuild less frequently by sampling within the following groups in the order listed, with atomizer rinses between flavors. There will be some flavor overlap, but it should not be too bothersome. Just rebuild or change the atomizer head between groups.

Light Teas:E.g. A Quiet Morning, Cherry Blossom Tea

Fruits:E.g. Hunter, Sultana

April Moon, Twas Brillig, Buckle My Shoeberry

Rich:E.g. Fifteen Foot Falls, Tokala, White Rabbit

Citrus:E.g. Mang-ri-la, Frost Blossom

Sweets:

E.g. Single Bedroom Apartment, Berry Crunk, Zombie Apocalypse

Duchess De Leche, Apple Pi

Happy Tasting!

**Q: I'm having side effects, it tastes bad, or I can't taste anything :(**

**A:** Here is some basic troubleshooting, and feel free to contact us so we can help you more!

Are you drinking enough water? Not drinking enough water can lessen the flavor, make your mouth dry, and even make you cranky! A bottle of water, your piece of choice, and your Juice = the perfect setup!

Is your piece fully charged? An obvious question, but more battery often means better performance.

Did you thoroughly clear out the previous liquid before refilling with the new liquid? Wicks can hold in a flavor long after it is supposed to be gone, and it can mix with the new flavor, causing unpleasantness. You might need to rebuild or replace your wick/wick system.

If you taste a burnt taste, your piece is not wicking liquid as fast as you are vaping it. You may need to make adjustments to increase the flow of juice. If you are using a system that does not have adjustments, you may have to request 50/50 as the VG may be too high.

If you hear a gurgling sound or your piece spits at you, it is wicking liquid too fast. You may need to adjust your piece so it wicks more slowly, or request Max VG.

Are you used to disposables, or very strongly-flavored juices? Our Juices are much more subtle, and generally less sweet. It is a style you may not be used to, and it may take a bit of vaping to acclimate.

Did you contaminate your juices? NEVER pour liquid back into your Juice bottle. If you must save it, save it in a separate vessel. NEVER touch the glass dripper to anything but the juice in your bottle, and consider having alcohol wipes on hand to cleanse the tip of your Gorilla Bottle after filling your tank/pod. You can store Juice in the Fridge to preserve, especially if you have a large bottle or are slow to use it.

Do you possibly have a PG allergy? A good way to test for this is try VG juices and see if they are better for you. We use a very high grade of both PG and VG so even people with PG sensitivities are usually able to enjoy our Juices Alice-style with no difficulties whatsoever. However, if you have a high PG sensitivity, you may need it made at our highest VG possible (you may always request this).

We highly do NOT recommend adding extra flavor. More flavor can be irritating, so please try our juices Alice-style before adding extra flavor.

Quitting combustibles has many side effects that can be confusing. It's important to understand the difference so you know why you are feeling what you are feeling.

### **There's too much throat hit, or not enough!/strong>**

A: Part of the journey is getting things just right for You! Here are a few tips :) Lower resistance, measured in Ohms, will give a greater throat hit and higher resistance will give a milder throat hit. So, if you are using a pod with 0.8 Ohm resistance, you'll have a stronger throat hit than a pod with 1.0 Ohm resistance. Likewise but inversely, a higher wattage will give a stronger throat hit, and a lower wattage will be milder. Also, a higher nicotine strength will give more throat hit, while a lower strength will be smoother. Salts in general are smoother than our regular free-base nicotine. In addition, a higher ratio of PG gives a stronger throat hit, and Max VG gives a milder

experience. And, of course, fresh coils in general give a cleaner and smoother experience.

**Q: Will any of the Juices crack a tank?**

**A:** None of our main flavors will crack plastic. However, our oddity flavor, "Mind Toulouse" *may* crack a tank, so be sure to use a dripper or glass tank with this one!

**Q: I'm still so confused and I have so many questions about everything here!**

**A:** We understand. Email us anytime, and we'll do our best to try to get you vaping happily!

**Q: What's the best way to store my Juice?**

**A:** Cool and dark. If storing for more than 2 weeks, refrigeration is a good idea. Please don't freeze. Shake very well just before using.

**Q: How should I enjoy my AiV Juices?**

**A:** There are so many wonderful ways to vape your new Juices! How shall I count the ways? First of course is to find the vaping equipment that you will love. There is a lot out there, SMOK is a great brand, for starters. If you are a brand new to our world, and you would like some help, contact us at [nicole@aliceinvapeland.com](mailto:nicole@aliceinvapeland.com) and we'll be happy to help you!

**Q: To Steep or not to Steep?**

**A:** Steeping capped and shaking regularly is our recommended way to steep a juice. You can let the Juice "breathe" by opening the cap and exchanging the air every few days. Please note that steeping uncapped is not recommended as it can allow the juice to become contaminated, thus affecting the flavor negatively. However, if you do prefer cap-off steeping, we highly recommend using gas-permeable sealing film on top of the bottle such as these: <http://www.usascientific.com/gas-permeable-film.aspx>. Sheets can be cut to size. Steeping will allow oxidation to occur, darkening the juice, and also allows water in the VG to evaporate, thus strengthening the flavor (the water especially makes the citrus less citrusy in our R&D). Preferred steep times vary, but a longer steep can bring out a more full flavor as well, depending on the flavor (unless you're sitting under a pinon tree at noon in Albuquerque, NM . . . then maybe 20 min., lol!) We have found that many flavors are immediately vapable; you may want to try your Juices as soon as you get them, and then decide if you would like to steep them further.

**Q: What if I made a mistake in my order or shipping address?**

**A: Due to our tight production schedule all mistakes must be reported by 3pm MST the day you placed your order, or by 9:30am MST if you ordered after hours.**

If you think you might have made a mistake in your order, please contact us IMMEDIATELY via email to [nnicole@aliceinvapeland.com](mailto:nnicole@aliceinvapeland.com). We cannot correct your order if you tell us after we have started to prepare your order. Mistakes happen and we're happy to correct them, IF you let us know RIGHT AWAY!

**Q: Can you tell me more about your Juices please?**

**A:** All of our Juices are prepared fresh and made-to-order in our clean room laboratory. Our highly trained Juice Chefs follow cGMP guidelines for production to create not only delicious concoctions but also extremely consistent delights. We only use the highest quality ingredients, including Premium Propylene Glycol (PG), Premium Non-GMO Soy-Free Vegetable Glycerin (VG), Premium All-natural Flavors, and Premium USA Synthetic Nicotine (added as requested). Although some of our juices are naturally sweet, we never use sucralose. We optimize the PG/VG ratio for each flavor, so the ratios for each flavor are unique to the flavor. We use extremely precise measuring techniques to ensure absolute consistency of our products. Many vendors do add alcohol to give more throat hit, or flavor-enhancing synthetic chemicals. We add absolutely nothing to our juices other than natural flavors, carrier and your preferred nicotine level. HOWEVER, many of our natural flavors do contain very small amounts of food grade alcohol, but a thorough steeping will allow this to evaporate. Our juices are made here in the USA and are gluten-free and kosher. We source only diacetyl-free ingredients. Even with ingredients labeled as diacetyl-free, it is normal for trace amounts of diacetyl to occur as the natural compounds break down. This is something that happens naturally and is unavoidable. We would never use ingredients that have diacetyl directly added as a flavor enhancer.

**Q: Do you use artificial sweetener?**

**A:** We never use sucralose or any artificial sweeteners in our Juices!

**Q: Are your Juices vegan/gluten-free? Will they affect my blood sugar levels?**

**A:** Yes, our Juices are vegan and gluten-free and although the human biological system is quite complex and we don't have all the answers, folks who are diabetic have reported that it does not affect their blood sugar levels.

**Q: Do your DIY extracts contain diacetyl?**

**A:** We source only high quality natural extracts. There is never diacetyl added to any of our ingredients. Please note, however, that diacetyl is a naturally occurring

compound in some foods, and trace amounts may be found in some extracts as it is normal for trace amounts of diacetyl to occur as the natural compounds break down.

**Q: What are your regular and Max VG ratios and do you make custom PG/VG ratios, or off-list nicotine concentrations?**

**A:** We optimize the PG/VG ratio for each flavor, but in general, most of our Juices are higher on the VG side, with a few exceptions. We also have a Max VG option. If you select this option, your juice will be made to a minimum of 70% VG for the carrier. Our Max VG recipes are tweaked and formulated especially for a very delicious and high VG dripping experience. And If you have an allergy to PG, we are happy to make your liquid >90% VG. Please mention any special instructions when you are ordering. We're happy to accommodate your specific needs by offering step-down nicotine concentrations. We can do extremely low nicotine concentrations as well (e.g. 0.5 mg). For bottles at least 15ml in size, you may request up to 24mg or custom strengths in the special instructions.

Many people start at 6mg, or at 22mg Salts, but it's a personal preference!

Zero mg is also perfect for people who prefer the flavor, or are dieting, or who like the feeling of enjoyment without the nicotine. Also good for mixing and diluting juices of higher strength.

In general, if you are a chain-enjoyment type user, or use a high-output piece, opt for a lower strength than you would normally pick. If you are just starting, you may want to have a strength higher than you would normally choose, at least to keep on hand, to get through tough times while you are making the switch. Remember, you can always go lower, but it is important to make sure you meet your needs initially.

**Q: I like it but I need stronger flavor for my palette.**

**A:** New vapers and people whose tastebuds are still recovering from years of smoking may need extra flavor. Except for limited editions and certain flavors, just specify 'extra flavor' in the special instructions box and we'll make the flavor extra strong for you (except for Limited flavors and for Frost Blossom and Cherry Blossom which already are at their maximum). Our flavors may be more subtle than what you've had before, and not give you a huge flavor kaPOW when you first vape them. But over time, in our opinion, the subtlety can give an overall stronger experience, and we strongly prefer the Alice-style flavor strength over extra flavor. This is because the flavor receptors have a chance to 'forget' and be surprised all over again. If you try lighter juices like ours, you may find that you love it! And you won't end up feeling coated in flavor :)

**Q: I want a flavor that you don't have.**

**A:** Ideas ARE the best thing ever. If you are having a creative moment of inspiration, please tell us your story! Reach us at [nicole@aliceinvapeland.com](mailto:nicole@aliceinvapeland.com).

**Q: How do I send Vapemail to a friend?**

What a darling idea! You are \*such\* a wonder:) To have Alice send your dear one a delightfully Rabby parcel would be soooo marvelous! Just place your order as usual, but note in the special instructions that it is a Gift. It will be treated as such, with upmost gifty care and no distracting prices or invoices. Bottles of your favorite flavor or two make an especially nice gift! If you like, include a sweet message for your lucky gift-receiver. So the special instructions box might read: "Gift! Message: Thank you Principal Weatherbee for teaching me a lesson, back in 1986. So glad you've traded up and given up your dirty combustibles. Best wishes, Love Archie." If you would rather send a Gift Certificate, just visit the [Gift Certificates](#). We'll take care of the rest, and of course, email you the Gift Certificate confirmation. My, you just love to make people \*smile\* too, don't you!

**Q: How do I change my avatar (when i make a comment)?**

**A:** It's very weird, but you actually can assign yourself an avatar at Gravatar.com. It will show up on many places where you comment, and will appear on past comments too.

**Q: Do you offer wholesale discounts?**

**A:** Yes. We love Brick & Mortars!

[To make a Wholesale Inquiry click here :\)](#)

We are looking especially for creative vendors who feature only vendors whose juices that they know very well, rather than a massive assortment, so they can help their customers in making better choices.

We also like shops who provide excellent customer service.

New accounts are taken on as capacity allows.

Wholesale ordering is only available for account-holders. If you do not have an account and place an order online with the intent to re-sell, it will be cancelled.

Please contact us at [nicole@aliceinvapeland.com](mailto:nicole@aliceinvapeland.com) with any questions or concerns.