Last Updated: November 1, 2024
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Is this website run by Chagual Mezcal?

No. The website is currently operated by LiquorPilot (d/b/a: Storka LLC). We, LiquorPilot, partner with licensed retail partners to sell products from ìrísè to you in a way that is legally compliant.

How long will my order take?

Shipping times vary depending on the address being shipped to. Once your age and shipping address is verified by our retail partner, they'll approve your order and add a tracking number once it becomes available. Orders are typically shipped within five business days.

If your order is approved, your tracking number can be found in the shipping confirmation email or by returning to the original confirmation page (if you have it bookmarked).

Do I need to be present when my order is delivered?

Yes. An age verification receipt for the package will need to be signed by an adult (age 21 or older) at the time of delivery.

Can I ship my package to a PO box or UPS/FedEx/USPS store?

Unfortunately, packages cannot be shipped to local carrier locations or PO boxes. Any orders that are placed and addressed to these types of locations will be rejected and refunded.

The best way to do this is to check the tracking link in your shipping confirmation email (or confirmation page) and follow the carrier's instructions accordingly.

What do I do if my package says that it's been delivered, but is missing?

To start, please double-check the shipping address to ensure it is correct. If the address is correct, file a claim with the carrier by using your tracking link so the carrier can begin looking into the issue as soon as possible.

Next, please contact Agave Spirits Imports Inc. at info@chagualmezcal.com to notify us about the issue so that we can also reach out to the retailer who shipped your order.

Why was I charged by a different company than Chagual Mezcal? Why is my order being shipped by a company that isn't Chagual Mezcal?

To remain in compliance with the law, products from Chagual Mezcal must be sold to consumers by a licensed retailer. To get products to you in the most efficient way, we partner with a network of retailers who are licensed to ship directly to customers across the United States.

You are actually purchasing products from our trusted retail partners when you make a purchase from this online store. Once you have made your purchase, our retail partners process your order and ship the products directly to you.

Who do I contact with questions about my order?

Orders made on this website are fulfilled by different retailers based on the address you are shipping to. For inquiries about a purchase you have made, you can either reply to your order confirmation email, or send an email directly to info@chagualmezcal.com .

For any questions about Chagual Mezcal and their products, reach out to:

Agave Spirits Imports Inc.
info@chagualmezcal.com

If you have experienced any technical issues on this website or with your account, please reach out to support@liquorpilot.com .

Can I place an order and send it as a gift?

Yes! You send a gift to someone else as long as you are both over the age of 21 – as long as they are present to sign for the age-verification receipt upon delivery.

Do you offer expedited shipping?

Not at this time.