

Hello <<customer name>>,

May this email find you well and safe.

This is an email notification that our system detected multiple accounts under your registered details.

Please be reminded that having multiple accounts on our website is not allowed. This clause is discussed in our [Terms and Conditions](#) for website use. In line with this, we would like to advise that we are removing your duplicate accounts in the system.

In strict observance of the Tobacco 21 Law along with our advocacy against underage access and sales, Bidi Vapor is doing regular system checks to regulate account creation.

We need to make sure that every customer account is carefully verified. Moreover, Bidi Vapor has placed stringent measures to prevent youth exposure to the Bidi Stick. Anything that threatens the integrity of our age-gating measures, such as having multiple accounts that can be used by minors, is a potential threat to our youth prevention efforts in support of the government regulations that we strive to adhere to.

Lastly, kindly consider this as a warning against your violation on our Terms and Conditions. In case of further non-compliance, we will be forced to permanently disable your registration if caught with multiple accounts again.

We are hoping for your understanding in this matter. Bidi Vapor, as a brand, is making sure that government regulations are being followed from the manufacturing to the sale of each Bidi Stick. And we are also encouraging you to support our advocacy against underage vaping.

If you have any concerns, please don't hesitate to [contact us](#).

Thank you for your continued support.

Sincerely,

<<Agent Name>>

<<Position>>

Bidi Vapor Customer Support Team