

Effective Immediately

April 3, 2020

Update from The Train Station:

A heart- felt Thank You to all our customers that have called or messaged us during these very difficult times. We greatly appreciate the check-ins and the support that is helping us weather the storm. All employees are currently on mandatory PTO until further notice. The phone will continue to be answered during business hours although the store will remain closed. Our website and weekly e-mail sale will continue unchanged. We are still able to ship via UPS ground, USPS, and curbside noncontact pickup by appointment for our local customers. 973-263-1979 It is our hope that what we do to assist our customers will bring some distraction, decompression and emotional well being to you. Be well. Stay safe. Stay home and play with trains.

Dave & Sue

March 26, 2020

UPDATE FROM THE TRAIN STATION

Our store remains closed to the public. Our phone line is being answered during business hours via call forwarding. Our website carries items available for immediate shipping. Our local post office and UPS are still open for business. Our employees are staying home or working in shifts, maintaining social distancing. We have had success with curb-side non-contact pickup of items by appointment. We are just a phone call away and will continue to provide this service to our customers. Be Well. Stay Safe.

Monday March 16, 2020

Dear Valued Customers,

In the best interest of our customers and our employees and in an effort to do our part to abate the spread of Coronavirus through our community, THE TRAIN STATION will be closed until further notice.

We have been closely following the guidelines set forth by our government officials and will be adhering to their recommendations to limit unnecessary contact.

We realize this comes at a time when many of our loyal customers will be turning to their hobby to find comfort and entertainment during this time of confinement and crisis.

In an effort to remain available to our customers we will be making the following accommodations to safely continue to serve our customers:

- Our website will remain available 24/7 with uninterrupted shipping via UPS ground service.
www.train-station.com
- The phone will be answered during regular business hours using a call forwarding system if we are not physically in the building.
Tuesday- Friday 10-6 Saturday 10-5
- We will continue our much anticipated “supercharged” weekly email every Thursday at 5pm featuring 25% savings on one-of-a-kind items.
- Orders placed by phone, online or via our weekly e-mail by our local customers can be picked up without delay via curbside service from our warehouse by prearranged appointment.
- Pending repairs or early buy orders (that have arrived) can also be picked up via curbside service by appointment. Contact us to make arrangements.
- Contact us via e-mail for a personal response to a train related question or inquiry.
info@train-station.com general inquiry
davidshaw@train-station.com or sueshaw@train-station.com
- Continue to follow us on Facebook for #TrainTipTuesday and other posts.
Lionel Train Station Mountain Lakes

The fallout from this global pandemic is immeasurable. The health and safety of our customers and our employees is first and foremost.

We all will come back from this. Be safe. Be well.

With much appreciation,

Dave and Sue Shaw and all the Staff of The Train Station