Replacing missing pieces and ordering Den of Evil set???

Posted by altfritz - 2006/01/02 15:01

Can anybody tell me how to get a response from Dwarvenforge?

I have sent emails and used the onsite message thingie to ask about getting a replacement piece for the set I received for Christmas. I have also asked about ordering the "Den of Evil" and sent an email as instructed in the forums. In neither instance have I recieved a reply.

I did receive their newsletter, so I presume somebody is still active at the company. Just not responding to customer enquiries...

Regards,

Howard Fielding

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Posted by dudebird - 2006/01/02 15:41

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i got a response from lori martin a week before christmas that said something about their distribution center being closed till jan 3rd. she also said that international orders(yup, i'm canadian) were at a standstill due to christmas. hopefully they'll be getting back to you soon. i'll respond here if i get a response via email.

i just want the DoE fer chrissakes!

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Posted by Bossman - 2006/01/02 16:26

Yeah, I'm waiting on a response to the Sci-Fi pre Christmas specials (international orders had to be made by email instead of the shopping cart) but have had no response yet so I'm assuming that shipping quotes were not attainable due to Christmas.

Cheers

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Posted by admin - 2006/01/04 10:16

We are trying to get through the PILE of emails and messages. Thanks.

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Replacing missing pieces and ordering Den of Evil set???

Posted by altfritz - 2006/01/09 18:29

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Apparently they no longer ship Internationally. At least, according to Jeff. Does this apply to replacement parts as well?

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