# Order status question +some, ok maybe a bunch

Posted by Inspectah9d9 - 2009/08/24 18:29

_____

Hello there,

I just ordered my first DF's the other day, the Medieval Building Set and Tavern Accessories. Now since it's my first I'm naturally impatient, but I was wondering what the Processing and Complete status meant on my order? And also, When someone puts in an order, do you paint them for that order, hence the processing? or do you have a few already done that you can ship out right away? If I ordered with the faster shipping do you stay up late painting the orders :D

I was just wondering how it worked because when I was telling my friends they were all hand painted one asked me and I was curious then as well. Because I've read on the forums that some people just roll the dice in the dungeon (except those people who like to use the 15lb steel or stone ones) and I was worried about how much abuse they can take, and if everyone says they are real sturdy, are they just coated in a ton of clear coats?

I stop by the booth every year at Gen Con and always want to buy them but never played enough to justify spending the money till now. This year i just didn't have the money to pick anything up there and had to wait till after I got home. I cant wait to pick up the Room and Passageways set next, but as I see it, the Inn is the most important place in D&D so that's what I got first. :)

Here's the one good shot I got this year. The ones from my old iPhone were everything but clear.
http://www.i3igd.com/gencon/09/Resized/DSC02946.JPG

==========

# Order status question +some, ok maybe a bunch

Posted by Harneloot - 2009/08/24 19:09

_____

Welcome to the boards and the addiction!

All sets are cast in some kind of VERY durable resin and hand painted in China then shipped in huge containers to the US. Dwarven Forge has a *fulfillment* center somewhere in the US where their stock is stored and where the sets are shipped from. I've always had them shipped standard UPS and they've always come pretty fast. Have you gotten your order confirmation e-mail from Jeff yet? After that (usually only a day or three) you'll get a shipping notice with your UPS tracking number. Then your box of goodness will arrive in short order!!!

You know, I haven't seen Jeff or Stefan post anything on the boards since GenCon, so I'm not sure if they're on vacation or what at the moment, otherwise its likely they would already responded to your query themselves - they are very good about that.

MBS is a fine place to start - what sets did you order?

Cheers and happy gaming!

==========

# Order status question +some, ok maybe a bunch

Posted by admin - 2009/08/24 22:17

_____

Thanks for the order...and welcome to the club!

You are going to be amazed at how durable these sets are -- and that you can use them for a lifetime.

You should have received a tracking number tonight via email.

Have fun!

==========