Piece missing from a set, can I get it from DF?

Posted by KenM - 2010/01/08 18:51

I bought a MBS from a friend of mine. But it was missing one of the doors. I know DF does not sell this piece in singles so I'm not sure if it can be done. I also know the set its missing from won't be back in stock until March. I will be willing to pay a reasonable price for it.

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Posted by KenM - 2010/01/12 16:55

Anyone? Buller? Anyone?

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Posted by Harneloot - 2010/01/12 17:17

I've never heard of this being possible. They use to sell singles of the Fantasy line and the Cavern line but stopped that a few years ago. Once in awhile they get single pieces in like large floor tiles, open water pieces etc. but I haven't seen single doors of any kind for sale in along time and never from that set.

Good luck!

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Posted by admin - 2010/01/12 23:33

Email sent

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Piece missing from a set, can I get it from DF?

Posted by KenM - 2010/01/13 04:05

Got the email, and replied. Thanks.

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Posted by dndgamer - 2010/01/13 19:04

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You gotta admit that Customer Service is STILL ALIVE in this day and age! Congratz DF on at least responding! Most companies would ignore these things.

You got a loyal and patient customer in me for LIFE!!! :D

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Posted by KenM - 2010/01/21 14:39

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Just like to say the issue is resolved and I am VERY happy. Thanks again, DF. Real customer service is not dead.

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