

Package returned to DF, admin help needed

Posted by arstein - 2011/03/07 09:47

Hi, sorry to post this here but I've tried to contact Jeff several weeks ago and it's getting very difficult.

I've got a problem with my last DF order, and I could really use some help or at least information. I never had like these before.

So I preordered the Wicked Additions 3 (along with some lake water pieces) and got my tracking number. In the usps track and confirm form stated that the package had arrived to Spanish customs on December 16th, but I never recieved it. So, I gave it some time (customs and spanish mail can take a month on christmas with some bad luck), but after a month and a half I went to my post office and talk to the people there and checked that the was in customs.

Now I've found that the package has been returned directly from customs to sender because they couldn't contact me to pay the custom taxes (I don't think they tried seriously). It's usual for Europeans to have to pay some custom taxes, I'm used to, but this time they never contacted me, and I've done this lots of times without any trouble.

Could you tell me something Jeff? I asume that the package has been sent back to you, and I really think it would be nice to have some info, and even having finally it in my hands.

Thank you very much in advance, very sorry for the inconveniences, and greetings,

=====

Re:Package returned to DF, admin help needed

Posted by admin - 2011/03/08 19:44

I will be in contact with you via email.

In the future...try emailing me at dwarvenforgestuff^@^gmail.com. (remove the ^ signs).

Thanks for your patience.

Jeff

Re:Package returned to DF, admin help needed

Posted by arstein - 2011/03/09 19:15

Email received and answered.

It's a little difficult to get to the DF staff but guys, it's been said already lots of times, but I have to say it again. Guys, fellow DFers, once you get to contact them, it's hard to believe the amazingly kind and useful attention you get from them. Really, hard to put into words.

You DF people are the best. Plain and simple. The best out there.

Greetings!

=====