Newbie: US order dispatch time?

Posted by Wynne D Fanchon - 2011/12/09 08:34

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Hi everyone

I have sent an email through the contact form but did not get any reply (as expected since a lot of forum users complain about this in the past), I guess I should make a post here to seek some answer.

Got a question regarding the dispatch time for Dwarven Forge order to US address. I have pre-order the woodland set a month ago and make another order of the ice cavern set too this Monday. Given that they are still in "order sent to warehouse" state, I was wondering when should I expect my orders to be dispatched?

I could only find information about international dispatch (next possible Friday). Does Friday dispatch applies here as well?

Thanks very much in advance! :)

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Re:Newbie: US order dispatch time?

Posted by richens - 2011/12/09 09:20

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Hi Wynne

I received a UPS shipment notification yesterday, but I'm not sure what was sent since I have 2 outstanding orders (Woodland Set pre-order from Aug and Ice Cavern Set from a few days ago).

I just emailed Lori and Jeff to see if they could let me know which one (or maybe both??) was sent. (see below for update)

On the bright side, I'll be getting *something* from them next week!!

-Bob

UPDATE:
Jeff just let me know that the second order will ship by tomorrow!
Wynne - I can't speak for DF, but I would suspect that yours will probably be shipping soon too. Hang in there! :) Hope that helps.

Thanks for the quick update Jeff!

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Re:Newbie: US order dispatch time?

Posted by Wynne D Fanchon - 2011/12/09 09:46

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Hi Bob

Thanks for sharing! Hope mine would be shipped out soon :(

May I ask you how did you sent your email? Do you do it through the contact form on this site or somewhere else?

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Re:Newbie: US order dispatch time?

Posted by richens - 2011/12/09 10:52

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I just sent him an email, but after looking on the website I don't see it posted anywhere so I wouldn't feel right just giving it out. Maybe Jeff can comment on that??

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Re:Newbie: US order dispatch time?

Posted by Wynne D Fanchon - 2011/12/09 17:45

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I was wondering could ANY Dwarven Forge staff comment on my order status? I cannot reach the support through email and the phone is not readily available to me because of time difference (In fact I just called and no one is picking the phone up). So I would really appreciate ANY support on my issus through this forum.

I know I am probably only being nervous, but this is my first shop with Dwarven Forge and after paying $600 without receiving anything nor email update, I am starting to get worried.

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Re:Newbie: US order dispatch time?

Posted by Arcarius2001 - 2011/12/09 19:06

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Don't worry. DF is a very small company, Jeff may just be busy with all the orders of the new sets and shipments of the preorders of the Woodlands set. As soon as it ships you will get a UPS shipping email that contains tracking information. It can take several days after ordering. Go to your account link at the top of the webpage. If your order status is there, then you are good. You WILL get your stuff.

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Re:Newbie: US order dispatch time?

Posted by Wynne D Fanchon - 2011/12/09 21:21

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Hi Arcarius

Thanks for the comment :) I see and I will wait a bit longer to see how it goes. Since this is my very first order I tend to get overreacting somehow.

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