Just wanted to say thanks.
Posted by KenM - 2012/06/26 21:20

Thanks to Jeff and the rest of the Dwarven Forge team for helping my with the issue I had today.

You guys are the best.

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Re:Just wanted to say thanks.
Posted by jls304 - 2012/06/26 22:12

Best custmomer service anywhere !

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Re:Just wanted to say thanks.
Posted by thebigteacher - 2012/06/28 03:56

I have had one problem, and they sent me out a new piece straight away. No questions asked. That was about 5 orders ago. Keep up the great work.

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Re:Just wanted to say thanks.
Posted by GoldenAxe - 2012/07/03 21:59

Thanks to Jeff and the rest of the Dwarven Forge team. A++ customer service. Problem resolved. You go the extra mile to keep us customers happy and coming back for more. Thank You

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Re:Just wanted to say thanks.
Posted by zazulu - 2012/07/04 02:04

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thebigteacher wrote:
I have had one problem, and they sent me out a new piece straight away. No questions asked.

+1

Same here. Many thanks to Jeff for his attentiveness.

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Re:Just wanted to say thanks.
Posted by davinh - 2012/11/18 04:24

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First, some background: I have no earthly use for this stuff at present, but it looks really really cool. I don't even play RPGs these days -- I just stumbled on some DF pictures in a Gencon recap I was reading on the Heroscape boards. I do, however, have sons ages 3 and 1. I figure it's got to be a fun idea to have some of this amazing terrain on hand as they're growing up.

Anyway, I preordered the Catacombs set and I was eagerly looking forward to seeing Dwarven Forge in person. Then, this week, I saw that the Ruins are $20 off. I talked to Jeff, and placed an order for Ruins with request to add on to my existing preorder to save on shipping... but then the warehouse sent it out individually. It's not the end of the world, but now I'm spending enough on individual shipping to wipe out most of the discount from the sale, right? I called DF again and Jeff returned my call the next day -- and immediately issued me store credit more than equal to what I'd lost in extra shipping costs!

These rumors of outstanding customer service at the Forge appear to be well-founded. In summary: to make up for an error that wasn't even his fault, Jeff made it so that I get my Ruins set a month earlier than I'd intended, and essentially with free shipping! I haven't even laid a finger on a piece of Dwarven Forge terrain, and I'm already in love with this company. If the actual terrain looks half as good as everyone says, I think my wallet may be suffering DF-inflicted wounds for a long time to come...

Thank you from a new and very excited customer!

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Re:Just wanted to say thanks.
Posted by Kronos - 2012/11/18 04:54

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Dwarven Forge: best customer service ever! :)

And welcome to the addiction, davinh! :)

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Re:Just wanted to say thanks.
Posted by jackattack - 2012/11/19 05:59

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Has DF customer service ever been cited for rocking the free world?

If it hasn't, I think it's overdue.

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Re:Just wanted to say thanks.
Posted by Shadox - 2012/11/20 05:57

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I do not know what to say... I have been collecting DF for over 10 years... I remember the days when Stefan would ship orders out of his apartment. All these years... All the support I got... All the support that all my fellow DF addicts received... and never once did I send a shout out. I can not make up for lost time but I can give out the biggest YRTFW ever !!!

This award will NEVER BE REPEATED

This year's lifetime achievement award goes out to Dwarven Forge Customer Service

CENTUPLE YOU ROCK THE FREE WORLD!!!!!!

Shadox

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Re:Just wanted to say thanks.
Posted by Kronos - 2012/11/20 08:13

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This award will NEVER BE REPEATED

This year's lifetime achievement award goes out to Dwarven Forge Customer Service

CENTUPLE YOU ROCK THE FREE WORLD!!!!!!
And never has an "YOU ROCK THE FREE WORLD" award been more deserved.

Dwarven Forge: The best there is - the best there ever will be.

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Re:Just wanted to say thanks.
Posted by VladTaltos - 2012/11/20 12:50

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Whoa! Centuple YRTFW!!The customer service at Dwarven Forge is deserving of such an honar.I cant stop stareing at the Centuple YRTFW award.It is so shiney.Almost like the eyes of the Mighty Hypnotoad!

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Re:Just wanted to say thanks.
Posted by Harneloot - 2012/11/20 22:27

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Indeed! The YRTFW honor bestowed by Shadox is one of my favorite things to see here on the DF boards!

HUZZAH to Jackattack for suggesting it, to Shadox for awarding it, and to davinh for his story that set the ball rolling!

You simply CANNOT top Dwarven Forge or the people who run it!!!!!

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Re:Just wanted to say thanks.
Posted by jackattack - 2012/11/21 01:18

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A hundred-fold YRTFW... I never thought I'd actually see one.

Gentlemen, we have lived.

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Re:Just wanted to say thanks.
Posted by Stefan - 2012/11/21 04:04

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Thank you so much everyone. I am humbled. There is no greater feeling than the respect and appreciation of your piers. I realize that our creations do not come cheap and I am very aware that we are in business only because of the great customer loyalty that we have been honored to get since I started this company in 1996...It has been the most rewarding thing that I have ever done in my life.
I want to add that I firmly believe that we have the best patrons/collectors in the world!

Thank you so much!

Centuple You rock the free world!? I am Geeked out Shadox:)

Thank you!

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Re:Just wanted to say thanks.
Posted by jgardner44 - 2012/11/21 04:28

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Stefan and Jeff,

It is how well you treat your fan base/customers which has convinced me to be a life long customer. Everyond at DF has made me feel important and that you are just some great guys with an even greater product that I want to support.

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