Catacomb floor piece height
Posted by Deeman - 2013/01/05 00:03

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Got my 3 sets yesterday and I'm really happy with the look of the sets, but it seems the floor and wall pieces thicknesses vary considerably in some cases. At first I thought this might be intentional but the room I made with one set has a far more uneven floor than the catacomb pictures on the preorder page. I'm not sure how big a deal this will end up being, but a couple of problems I immediately see is with trying to set anything up within the catacomb, such as the columns that are straddling two pieces will tilt if you don't find two pieces of similar thickness as well as producing wavy walls that run any length.

I've only opened one of my three sets so I will be interested in seeing if the other two have varying walls/floor piece thicknesses and if anyone else has this problem. Hopefully its just me. I will try to post pics tomorrow depending on how fast I can repair my fridge. :)

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Re:Catacomb floor piece height
Posted by Deeman - 2013/01/05 09:07

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Here are the pictures. I'll let everyone judge for themselves. I think the floor section variations are fine when not next to a wall section like I was looking at them initially. Just seems like one thin wall section for each type as well. Other pieces are great. I was skeptical about the lights in the corners but after making a room lastnight and turning out the lights I am sold :)

http://www.dwarvenforge.com/images/fbfiles/images/IMG_0665.JPG
http://www.dwarvenforge.com/images/fbfiles/images/IMG_0666.JPG
http://www.dwarvenforge.com/images/fbfiles/images/IMG_0667.JPG
http://www.dwarvenforge.com/images/fbfiles/images/IMG_0669.JPG

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Re:Catacomb floor piece height
Posted by zazulu - 2013/01/05 10:03

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Every time a new set comes out, a post like this rolls around. It has been mentioned that there is always going to be variance of some sort due to numerous factors. It is cast resin, not precision cut.

I got my sets and couldn't be happier.

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Re:Catacomb floor piece height
Posted by Deeman - 2013/01/05 12:32

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The small variations in each DF piece give the sets a lot of character that is well received in a fantasy game setting. I believe perfectly molded pieces would detract from that and hurt the immersion.

That said though when you build you crypt/dungeon and you see table through the floor or light through the wall because a piece is quite a bit different from the others it draws your attention when it should be on the structure/game as a whole. Out of the 146 pieces I received, 8 are problematic. That is really good and still leaves me 94.5% happy with my purchase. I just thought the good people at DF would appreciate some feedback on 5.5% that doesn't.

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Re:Catacomb floor piece height

Posted by jackattack - 2013/01/05 14:56

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I agree with Deeman that large and/or widespread variations ought to be brought up, ever so gently, so that anything that is a correctable issue can be addressed in future sets. If a production problem is to blame, and can be diagnosed through our feedback, then Stefan may be able to address it with the factory.

In my two sets, every floor on a Straight Wall w/ Skeletons piece tapers a bit, just enough to be noticeable, in width and thickness.

However, zazulu's point is well taken, and I think that the variance in this set is within acceptable limits. I can put a dark cloth or paper under the sets if table visibility becomes an issue, and any unevenness between floor pieces can be ascribed to the age of the catacombs or to things moving beneath the ground.

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Re:Catacomb floor piece height

Posted by zazulu - 2013/01/05 15:00

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Deeman wrote:
The small variations in each DF piece give the sets a lot of character that is well received in a fantasy game setting.
I agree entirely. One of the wall pieces actually has what amounts to a small hole where I suppose the resin didn't fully fill into the mold. It actually looks so very subtle that I almost didn't notice it. I genuinely consider it a fantastic feature, though. I plan on covering unexplored regions with a board this time and leave the fireplaces lit... the light will seep through that hole... ... a hidden entry to a secret room.

I just thought the good people at DF would appreciate some feedback on 5.5% that doesn't.
I'll concede that point.

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Re:Catacomb floor piece height
Posted by Stefan - 2013/01/05 22:54

Deeman,

Thank you for bringing this to our attention, your pictures are very clear...as as been said by Zazulu each piece is poured to cast by hand and then hand sanded on a sanding belt by a person, after which each piece is hand painted and drybrushed and lightly varnished before being fitted with felt on the bottom and then wrapped up for packing and shipping....obviously some of your pieces got past inspection...although some variation is inevitable from piece to piece especially with larger pieces yours are obviously unacceptable...please send us the pieces you feel are not up to standard and we will ship them back to the factory for replacement.

Please accept our apologies I hope this has not damaged your faith in us or soured your experience or joy in getting your set, it will be made right. Please accept that it may take some time for replacement even If we ship in replacements by air from China

Anyone else who encounters such a problem please bring it to our attention and we will make sure you are satisfied to the best of our abilities or worst case scenario send back the bad pieces and we will refund your money as we have always guaranteed.

We are a very small company but as such you will not find any beurocracy or red tape here...

Once again, I apologize and thank you for being so kind and understanding with your critique, in all our 17 years of being in business we have only had maybe 1 or 2 folks who were actually unreasonable or who wanted a refund which I am very proud of...we strive to keep it that way...

Sincerely,

Stefan Pokorny

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Re:Catacomb floor piece height
Posted by Deeman - 2013/01/06 18:52

Thanks Stefan. I really appreciate your willingness to replace the few problem pieces I have. Being able to say I love this set instead of I love this set but... is a big deal to me. I will wrap them up and get them in the post to you this week. What address should I send them to?

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Re:Catacomb floor piece height
Posted by Stefan - 2013/01/06 19:58

Dee,

Thank you for being so understanding...I am not in the business of selling false products...I am a Gamer myself and started this business out of Love for the game:)

please send them to Jeff at

1260 Reed Station Road, Carbondale, IL 62901

Thanks!

Stefan

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Re:Catacomb floor piece height

Posted by Shadox - 2013/01/07 11:41

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Stefan just rolled a 20 on his diplomacy check!

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