# **Dwarven Forge - Dwarven Forge** Generated: 12 March, 2014, 04:22

So let's talk about "October" Posted by Law - 2013/09/17 12:59
So the KS sets are going out in October that's the word.
According to my calendar, "October" starts in exactly two weeks. :D
Now, I'm not greedy. I know "October" doesn't mean "October 1." But any ideas yet on what it means?
And are we safely in the realm of "It doesn't mean November"?! Pretty please?
Re:So let's talk about "October" Posted by galahad - 2013/09/17 13:07
The tiles should be in one or 2 massive shipping containers travelling to the fulfillment centre.
hopefully the containers are somewhere on the pacific ocean as we speak. if not landed in the USA. (b prob still on the ocean)
Re:So let's talk about Posted by Legendox - 2013/09/17 13:11
galahad wrote: hopefully the containers are somewhere on the pacific ocean as we speak. if not landed in the USA. (b prob still on the ocean)
Super excited
Re:So let's talk about "October" Posted by jasdotcom - 2013/09/17 14:08
Ha!! I should of read this before posting my query in the Kickstarter section under "Is it here yet?" :-)

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Posted by granpappy77 - 2013/09/17 14:13

As with many Kickstarters (most notably the Reaper KS), my guess is that the simplest orders will go out first, likely to be backers who don't qualify for the stretch goals. Last would likely be the folks who overpledged for extras, combination orders of both painted AND unpainted sets, etc. From a logistics standpoint, that just makes sense.

### Re:So... let's talk about "October"

Posted by Keeblerorc - 2013/09/17 17:47

Personally I have told myself they will be in in January.... that way anything sooner is just GRAVY!

On the Logistics of fulfilling orders it doesn't matter if the big or small orders or for that matter orders placed by date are shipped first its all the same work. Most likely several groups will be filling orders at the same time.... so Work is just work.

It is amazing to me how fast the time has flown by and October is almost here.

Yeah!

## Re:So... let's talk about "October"

Posted by Null - 2013/09/17 18:36

The most optimism I will allow myself is hoping the tiles ship from fulfillment on the last day of October, to arrive sometime in early November.

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# Re:So... let's talk about "October" Posted by Ouroboros - 2013/09/17 19:20

Just registered. Total noob to DF. Pledged for 8 sets and 7 add ons. I've been waiting patiently for October to arrive, and now its almost here!

My kids keep asking me, When is Dwarven Forge going to come? We've watched the video on the Kickstarter page so often, my kids think Stefan is a celebrity. My 5 year old daughter mentioned his name, and my wife asked "Who is Stefan Pokorny?" and my daughter looked at her like she wasn't in

Generated: 12 March, 2014, 04:22 the "in" crowd. Anyway, love the forum here, and all the fun things to see. . . photos of setups especially. Thanks to Jeff and Stefan. Here's to October! Re:So... let's talk about "October" Posted by Harneloot - 2013/09/17 19:59 That is a great Dungeon Tiles story, as well as an excellent forum handle! Welcome!!! \_\_\_\_\_\_ Re:So... let's talk about "October" Posted by Arcarius2001 - 2013/09/17 22:57 Indeed! That's cool that your kids are excited about DF. Welcome to the addiction! @Law: I have been trying to ignore the calendar in the hope that I don't jinx the shipment. Silly, but there it is. By far this is my most eagerly awaited Kickstarter project. \_\_\_\_\_\_ Re:So... let's talk about "October" Posted by dandare - 2013/09/18 04:28 Like everyone, I have high hopes they will arrive in October. Being realistic and in 'far away' Europe, I will be happy if I get all of my order before Christmas. (Early December would be great!) (+It is going to be my only present! My better half told me when I spent \$950 that that was going to be "all I get this year! Christmas and Birthday" :D) Re:So... let's talk about "October" Posted by LordDust - 2013/09/18 09:58

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My finances are highly variable. I attend school full time, work part time, and do odd jobs as the chance presents itself. We had done little for my birthday for the last two years, so mine was my "back presents" so to speak since we had a small financial swell briefly. It will be nice once I graduate. Since demand for my field is so high, people in it get mailings trying to poach them from their current employers. The pay should allow me to indulge in the hobby a bit more extensively.

I did help a guy move not too long ago and through a bit of "horse trading" I ended up with a nice steel construction workbench that is nearly fully assembled in my garage as I type this. I am eager to get my hands on my tiles and start painting them.

Re:So... let's talk about Posted by willmontgomery - 2013/09/18 14:13 LordDust wrote: Since demand for my field is so high... Are you perchance a miner of "dwarvenite ore"? Re:So... let's talk about Posted by fighter93203 - 2013/09/18 16:04 willmontgomery wrote: LordDust wrote: Since demand for my field is so high... Are you perchance a miner of "dwarvenite ore"? If this were facebook, I would "like" that... Re:So... let's talk about "October" Posted by Stefan - 2013/09/18 20:10

a bit of random thought....someone mentioned 1 or 2 containers....it's actually 5!

....the Game Tile boxes are about 1/8th the size of our classic Master Maze sets since they are packed without styrofoam and are packed snuggly together (that sounds comfy) so......If these were Resin Master Maze sets we would be shipping 40 containers in this one order! I don't think we have ever gotten more than 6 or 8 containers in the span of 1 year's time in our history...it's really more like 2-3 a

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year these past 10 years or so....

So, we are aiming to ship what would normally have been 40 containers worth in only 1 month's time....usually, it has taken us about 2-4 weeks to ship 1 mostly sold out container in the past.....X that by 40.....and well.....

don't panic! We have been working very hard for month's to prepare for this and have arranged for much to be pre-prepared at the factory, and I must say those folks over there have bent over backwards, working 24 hours a day to get all the ducks in a row....millions of ducks:) We have been doing this, albeit on a smaller scale, for 18 years....this is not our first rodeo....We have secured multiple shipping points within the USA and on paper at least, everything should go quite well....no doubt, a few mishaps shall occur, but we will be prepared to handle it...

We are VERY confident all the shipping will go as planned...However, if there is one thing we DO worry about, it's getting 1000 eager and passionate emails and phone calls all in a few days time....please try to be patient with us...most operations of this scale have dozens of customer relations folks handling emails and calls in a special call center...we have Jeff and maybe a couple other friends we are hiring extra just specifically to handle emails and calls at this very special moment....so If I have one thing to ask all our great backers, supporters and fans it would be to just please have some patience when the shipping time comes....what I mean by that is, please, please try as best you can to refrain from sending us emails asking if your packages have been shipped, or why Mr. whobody got theirs and you didn't....it might not matter that they are your neighbor, there are a lot of logistics involved....please, please, wait until after the shipping window time before you start to worry...if you have not gotten your package AFTER the delivery time than please, notify us and we will set it straight, that is our utmost priority, we will not fail anyone, if in extreme circumstances we need to take a loss to make sure we get you what you paid for, than that is what we will do...nobody will be abandoned or fogotten, we have never done so in 18 years and will not do so now or ever...

When it starts we will give a FIRM time window of when all packages should arrive, no doubt, some of you will get your packages before others, there is no way we can arrange to have everyone get their packages on the same day without a miracle...and honestly, that would probably be very bad....as it would mean a TOTAL overload on customer calls and emails all on the same day....in that scenario, everyone would be angry because physically we just can't talk to 2 or hundred's or even thousands of folks at the very same time....if we take 10 minutes to answer each persons email, and there are 1000 emails all on the same day....well...that's 6 people each hour....60 emails answered per 10 hour shift.... we thought about making the delivery time within 2-3 days for everyone (requiring miracle) but apart from that being nearly impossible it also would not be helpful....a wider delivery time will actually allow us to handle hundreds of questions and email's more thoughtfully and thoroughly rather than being overloaded and thus having days before anyone gets back to you...obviously, we don't want customers waiting for days before someone responds to their emails, but if it happens its not because we are not working hard or that something has happened, it's just that we don't have 20-30 folks working here...it would not be financially or logistically feasible...remember that we would also have to train all those people or they wouldn't be much help....we plan to have 4 people at least who are completely knowledgeable with all things Dwarven Forge...

Hope this RANT is taken the right way, I just want to be as up front and honest as possible about what any difficulties might be...basically, it's not the ability to deliver everything, it's the ability to handle call and email volume, we can do it, but please try to hold back unless it's a REAL problem, like getting the completely wrong order...please we beg for patience:)

**ALMOST THERE!** 

# **Dwarven Forge - Dwarven Forge** Generated: 12 March, 2014, 04:22 **CAN"T WAIT FOR MINE!** Stefan \_\_\_\_\_\_ Re:So... let's talk about "October" Posted by Purplesaber - 2013/09/18 20:21 Wow...what volume of product. Well done Stefan! I was going to say "I can't wait," but really I can wait. Ship 'em out to me when you're ready. Looking forward to my order of goodies! Re:So... let's talk about "October" Posted by jackattack - 2013/09/18 21:06 Stefan! Jeff! Where are my sets? Stefan! Jeff! Where are my sets? Stefan! Jeff! Where are my sets? Okay, it's out of my system. Seriously, though, I've done enough business with DF to know that I don't need to worry. And I've seen

Seriously, though, I've done enough business with DF to know that I don't need to worry. And I've seen them bend over backwards in the name of customer service more times than I can count.

So I'm gonna wait three or four days after I see a post from Stefan or Jeff that says all of the kickstarter orders have been fulfilled before I start getting antsy and try to contact them.

Even if that takes me into November.

# Re:So... let's talk about "October" Posted by Rotten - 2013/09/18 22:50

This is the way to do it Stefan.

The current method is preferred. If you hired more people, the cost would go up. I want you to make a profit because you deserve it for your talent and hard work and because it might inspire you to do another Kickstarter. :)

**Dwarven Forge - Dwarven Forge** Generated: 12 March, 2014, 04:22 Re:So... let's talk about "October" Posted by kitenerd - 2013/09/19 00:07 Oh Lord Stefan, now I am going to lose sleep for you - YIKES!!!! I said back in May that given the Kickstarter's success i did not expect you to be able to make the October shipping date. I have been nothing but impressed with how this has been handled, and am pleasantly surprised that a project this large is moving on schedule. I am sure there was a lot of sweat and angst in the background to make sure it did so and all we saw was the good news side of things. I have been amazed at the scale of the production and thrilled with how it has gone, but i never stopped to think about the scale of the shipping and customer service aspect of this. Yikes! The good news is that i believe most people are good and patient. The bad news is the few who aren't are usually the loudest and most obnoxious. I didn't consider your post to be a rant at all, more of a plea. Perhaps you want to include a version of that in a letter with each order or in a Kickstarter email update (so it goes to more than just the rabid among us who troll here every day). Let folks know how excited you are as a SMALL company to have them as part of your new customer base. Let them know that as a SMALL company your key to survival is making sure they are happy. And then let them know that, yup, you are a SMALL company and you will need their patience as you ship several years worth of orders in just a few weeks. I think any reasonable person can grasp the enormity of this and can put aside their ego for a day or two for the good of everyone. As for the unreasonable people... As for me, I am on the schedule with my game group to GM a DF special event on November 24th, so we have plenty of cushion. No worries, we waited this long... I wouldn't say no to some pictures though... i think i have watched the GenCon video enough that i can recite it;) Re:So... let's talk about "October" Posted by GriffinTamer - 2013/09/19 07:53 I'm with the rest of these guys... can't wait to get my sets, but I do understand DF is a small company, and there may be some minor glitches, and if I've survived this long without my game tiles another few days one way or the other surely won't ruin my life. I'm still super impressed this is all proceeding on schedule. Besides, if my sets come a few days later than whenever they might have, it'll give me more time to finish up my own complementary sculpting projects so the gaming will be that much cooler come November. Also I just ordered a few DF resin bits and pieces to help round out the dungeon... Did I mention I can't wait? (But I will restrain the urge to email.) Looking forward...

Re:So... let's talk about "October" Posted by Teulisch - 2013/09/19 08:29

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actual logistics question- what size boxes are you shipping to us?

i ordered 5 sets(painted) and several add-ons. how many boxes of what size can i expect? and can you guys post an update with a picture of the different box sizes when you get to that point? an actual weight of the boxes would be interesting to know as well.

\_\_\_\_\_

## Re:So... let's talk about "October"

Posted by antibonk - 2013/09/19 09:10

I'm not worried about it. What I do know though is that once my DF shipment gets to me it will be like Christmas!

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## Re:So... let's talk about "October"

Posted by the bigteacher - 2013/09/19 09:52

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Stefan.

Thanks for the information and the look into your process. I appreciate the thought and effort you and Jeff are putting into this endeavor. I think, most of us with Kickstarter experience simply want to be kept in the loop and welcome any data you can share with us.

\_\_\_\_\_

# Re:So... let's talk about "October"

Posted by Stefan - 2013/09/19 10:52

You guys are the best! Thank you, thank you, thank you for your fantastic responses! please realize that I have not said anything has been delayed...we are still on target! All the containers have left the factory

and are in transit! WooHoo! An official announcement will be sent to everyone on Monday:)

A standard game Tile box is about 9" x 7" x 4" (not including stretch goals) not sure about the weight as I don't have a scale in the house! somewhere between 4-5 lbs....?

Thanks so much!

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#### Re:So... let's talk about "October"

Posted by Law - 2013/09/19 15:41

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Much like a wizard, the sets will arrive neither early nor late, but precisely when they are meant to.

HAHAHAHA! That's awesome -- but I'm also glad Stefan chose not to answer in quite that way! It wouldn't have been very reassuring....

### Re:So... let's talk about "October"

Posted by Shadox - 2013/09/19 23:15

queue music...

'Twas the month before KS and all through the night I thought about Game tiles they would be a sight

I in my office and kids in their bed the dog barking outside he must need fed

-Shadox

# Re:So... let's talk about "October" Posted by Failedlegend - 2013/09/20 00:28

My group is itching for our DF stuff to arrive...this is gonna be our first set of DF and were very happy with your decision to make dwarvnite invincible because or groups quite rambunctious and stuff tends to get knocked around and we were a little worried about buying the polystone stuff due to this...really it was the fact that it basically reformed itself after getting run over by a truck that made go, oh yeah were buying this

I hope Dwarvenite stuff start showing up on the site soon after this as I will likely be using a combination of a DF gift card and some B-Day Money I hope to order a few extra accessories.

Regardless can't wait...and no worries I'll be sure to refrain from e-mialing till at least a week after you "latest date" to be sure.

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### Re:So... let's talk about "October"

Posted by jackattack - 2013/09/20 03:53

When from the front porch There came such a ruckus, I fell from my chair Right onto my tuchas.

'Twas the brown clad UPS man Treating my order quite rough. He must not yet know That GameTiles are quite tough.

I think kitenerd makes a good point that a newsletter to the kickstarter supporters would head off a ton of e-mails and phone calls. I would actually go a step further and recommend sending regular updates every few days and at milestones to keep people apprised of where you are in the process, even if it's just to say that everything is on track. Anticipation minus information leads to speculation, as I myself demonstrated recently.

Fifteen minutes every few days might save you guys hours every day.

# Re:So... let's talk about "October" Posted by Stefan - 2013/09/20 16:07

I think your right JackAttack....we will try to update often...I am counting on the fact that almost all our customers are Gamers and more specifically DM's and so they are different than the average person, they tend to be more savy and understanding than the general population for most things:)

Throughout the past 18 years I have always been amazed at how kind and wonderful and thoughtful all our collectors have been with us...it has been said many times that we have great customer service, but i think it needs to be said loud and clear from us that our collectors have been SIMPLY AMAZING towards us as well!

Time and time again you guys have stuck up for us or helped out for us on forums here and elsewhere, (our Kickstarter comment section help was mindblowing) You guys have been patient even when every so often things don't arrive on time or when on occasion something arrives broken... compared to the average customer our collectors and fans have shown an incredible amount of understanding and patience, which has quite frankly been downright moving...you know, in 18 years of business we have only had a handful of returns and most of those were simply because whobody bought the wrong present and just wanted to exchange it! It has been a pleasure and I feel truly blessed, thank you! We will continue to strive to excel because we really do love what we do:) THANK YOU!

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Re:So let's talk about "October" Posted by Shadox - 2013/09/21 06:40
Where are all the other mashup artists out there to help Jack and I finish the verse? -Shadox
Re:So let's talk about "October" Posted by dragonlady - 2013/09/22 18:49
Hey, slightly off topic.
How do I get "I'm a backer' badge?
Thanks
Re:So let's talk about "October" Posted by dragonlady - 2013/09/22 18:54
Aha!! Found it!!
Now looking forward to getting the sets before I get too far advanced into the Paizo Rise of the Runelords Campaigns that I am running.
:)
Re:So let's talk about "October" Posted by kitenerd - 2013/09/22 21:27
Welcome Dragon Lady,
Have you seen the Thistletop thread
http://www.dwarvenforge.com/forum?func=view&catid=3&id=54488#56090
I haven't! - I desperately want to look at it, but i am currently "inside the head" so i don't want to learn

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anything i am not supposed to know.

Have fun running RotR - I am playing in it, the campaign of my dreams as a player, and it is being hosted by our PFS venture captain in Northern CA Josh Archer, one of the finest GM's i have ever had the privilege to play under - We have a group of players hand picked from the legions of PFS players, It is truly a special game

struly a special game
Velcome to the forums
Arnold
Re:So let's talk about "October" Posted by GriffinTamer - 2013/09/23 08:06
snatched up the boxes Just about slipped a disk When there's so much, so weighty, t's always a risk)
Then straight to the kitchen To open them all There was packing strewn pell-mell Cross the room, down the hall
When what to my wondering Eyes should be there But a miniature dungeon Cast and sculpted with care!
And I shouted out gladly Though 'twas now after one) Grab your dice, boys and girls! t is time to GAME ON!"
Re:So let's talk about "October" Posted by jackattack - 2013/09/23 18:50  Thank you, GT.
mank you, GT.

# Re:So... let's talk about "October" Posted by kitenerd - 2013/09/24 02:45

#### Shadox wrote:

'Twas the month before KS and all through the night I thought about Game tiles they would be a sight

I in my office and kids in their bed the dog barking outside he must need fed

### jackattack added:

When from the front porch There came such a ruckus, I fell from my chair Right onto my tuchas.

'Twas the brown clad UPS man Treating my order quite rough. He must not yet know That GameTiles are quite tough.

#### GriffinTamer continued:

I snatched up the boxes (Just about slipped a disk--When there's so much, so weighty, It's always a risk)

Then straight to the kitchen To open them all--There was packing strewn pell-mell 'Cross the room, down the hall--

When what to my wondering Eyes should be there But a miniature dungeon Cast and sculpted with care!

And I shouted out gladly (Though 'twas now after one) "Grab your dice, boys and girls! It is time to GAME ON!"

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may i humbly offer:

So down from their beds Everyone came at once But I had no adventure I felt like a dunce

So quickly on the table
The Game Tiles were scattered
We began making a dungeon
That was all that mattered

Some rooms, doors and hallways Then the Chamber of Sorrows Who cares about sleep? We'll call in sick tomorrow

We all grabbed our minis Character sheets in hand Then the dice started to roll and the adventure began

We battled and skirmished Through most of the night Until finally we came To the ultimate fight

The sun had long risen
By the time we were through
We all went off to bed
Just like vampires do

And I thanked Jeff and Stefan As I drifted to sleep For my Dwarven Forge Game Tiles Were now mine to keep!

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Re:So let's talk about "October" Posted by GriffinTamer - 2013/09/24 09:13
Who says the bards are all gone?
;)

# **Dwarven Forge - Dwarven Forge** Generated: 12 March, 2014, 04:22

Re:So let's talk about "October" Posted by jackattack - 2013/09/24 14:53
We make our own fun, here on the DF boards.
Re:So let's talk about "October" Posted by LordTentacle - 2013/09/26 01:50
*applause!* *applause!* Bravo!
Re:So let's talk about "October" Posted by Harneloot - 2013/09/26 10:07
Bravo indeed!!!