



Welcome to the Buttercup Miniatures April newsletter, with a special welcome to all our new subscribers!

Featured in the newsletter this month:

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1. General news

You may, like us, have a little groan every time the latest price increase is announced. For us in the UK it seems petrol/diesel goes up every week and gas and electricity every winter. Food is set to increase due to a hot/cold wet/dry spring and now Royal Mail have joined the club with increases of up to 80% (See below for more details). Given the ever-increasing costs we all seem to bear it's not surprising that we look for ways of saving money. Increasing fuel charges for our cars & parking fees etc. make travelling to the shops an increasingly costly experience, plus there is no guarantee they have what we want when we get there. That's why Internet mail order shopping is becoming increasingly popular. Recent surveys suggest that over 50% of UK shoppers shop online with 1 in 10 of every UK £ spent online.

We don't like price increases or having to, in part, pass them on, but as things will inevitably continue like this the rise of Internet shopping and the associated ease and cost advantages will no doubt continue to benefit us all.

2. PayPal down for maintenance early morning 20th April 2012

We have been warned by PayPal (who handle all payments for us) that their site will be down for approximately 1 hour (for maintenance) between 6.00 am and 7.00 am UK BST on **20th April 2012**.

This will affect **BOTH** our web shop and Ravelry shop. You will be able to add items to your cart but will NOT be able to pay for them until the PayPal site reopens.

Please do not telephone us with your card details, as we are not able to manually process credit and debit cards.

3. Office Closure May 7th 2012

Monday May 7th 2012 is a Public Holiday in the UK and the main office will be closed.

Any orders placed via the web shop will be processed and despatched as soon as possible, but please bear in mind we can only despatch when the Post Office is open. The main office will NOT be staffed during this time, so telephone calls will NOT be answered until 8th May 2012

If you have a query regarding an order placed on the web shop during this time please e-mail us via the web shop. We will endeavour to answer your query as quickly as possible (usually within 24 hours). All other e-mail queries will be answered when the office reopens on 8th May 2012.

4. Postage rate changes from mid-day 27th April 2012

Just a reminder that Royal Mail is due to raise prices on Monday 30th April 2012, so new postage rate changes will come into effect for any orders placed on our web shop after mid-day on Friday 27th April 2012, as these orders will be posted on 30th April 2012.

Unfortunately due to the huge increases made by Royal Mail we will have to increase our postal charges at this time and we will also be introducing a separate postage rate for Europe. Please check the postage and packing rates before you place your order. These rates can be found on the web shop (look at the very bottom of any page on the web shop and click the link to 'Postage Rates').

In order to be fair, and keep postage increases to a minimum, we have decided to make some small price increases on those products that will now cost substantially more to post out as a result of the Royal Mail price increases. **PLEASE BE AWARE:** we may need to temporarily close the web shop at the end of April, so we can update postage rates and change prices.

If you only wish to purchase patterns then you can avoid any postal increases (in fact pay no postage charges at all) by purchasing patterns via our Ravelry store. See section 4 for more details.

More details of impending postage rates and reasons for increasing the cost of some items have been posted on our blog pages: <http://store.buttercupminiatures.co.uk/newsblog/?p=3482>

5. Web shop news

As mentioned above, in order to be fair, and keep postage increases to a minimum, we have decided to make some small price increases on those products that will now cost substantially more to post out, as a result of the Royal Mail price increases.

PLEASE BE AWARE: we may need to temporarily close the web shop at the end of April, so we can update postage rates and change prices, we will endeavour to keep closure to a minimum and will reopen as soon as possible. You can check the status of our web shop on Twitter <https://twitter.com/#!/ButtercupMin> where any announcements/updates will be made.

Also please bear in mind the temporary closure of PayPal if ordering on 20th April, see section 2 above.

Don't forget that 'This month's special offers' category offers a varied selection of items each month. See: http://store.buttercupminiatures.co.uk/offers-this-month/cat_70.html for details of all this months offers. Remember these offers will change to new offers at the beginning of May 2012.

6. Ravelry news

As mentioned in section 2 above there will be a temporary disruption to card processing capabilities on 20th April, see section 2 above.

Knitting patterns added to Ravelry this month:

FP 97 1:12th scale Ladies knitted cardigan c. 1920-1935 £ 2.75

FP 89 1:12th scale cot bedding and shawl £ 2.75

FP 84 1:12th scale Mans tank top and V-neck sweaters c. 1970 £2.75

FP 68 1:12th scale Ladies knitted poncho **99p**

FP 23 1:12th scale Ladies twin set £ 2.75

Don't forget that most of our patterns are available to buy as instant pdf downloads throughout the year 24 hours a day, every day of the year on our Ravelry shop <http://www.ravelry.com/stores/buttercup-miniatures-frances-powell-designs>,

All our 1:12th scale crochet patterns, all 1:24th scale patterns and all Teddy Bear patterns are now available on our Ravelry store. We have a few 1:12th scale knitting patterns still to format (and in some cases re-knit for photographs), but hope to have all these knitting patterns on Ravelry by the end of the year.

Frances

<http://www.buttercupminiatures.co.uk>

Please consider the environment before printing this.