

**Welcome to the Buttercup Miniatures January newsletter with a special
welcome to all our new subscribers!
Wishing you all a very Happy New Year!**

Featured in the newsletter this month:

1. General news
2. Update on the last six months
3. New web site and web shop
4. New Stockists
5. E-Mail addresses

GENERAL NEWS

Please accept our apologies for the lack of newsletters over the last few months and for being unable to let people know what was happening to our web site and shop. We would like to thank all the people who took the trouble to e-mail us during this time with their comments and queries. Hopefully this newsletter will answer some of the questions we have been asked.

Some of you are already aware that Frances has been in hospital recently undergoing a total knee replacement and will be returning to hospital very soon to have the other knee replaced, so there are no new knitting or crochet patterns at the present time. Kirsten has returned to help out until Frances is fully back on her feet.

Hopefully we will be back to a monthly newsletter as before in the very near future.

UPDATE ON THE LAST SIX MONTHS

Most of our readers will be aware of the recent sudden death of our webmaster Douglas Mills in May.

Christine, his widow, undertook the responsibility of webmaster duties whilst grieving for her husband. We do not wish to reveal any explicit details suffice to say some others, who had also employed Douglas to maintain their sites, were not happy with this arrangement. They began using the actual hosting company as their point of contact for issues which could have been resolved by Christine. The hosting company contacted Christine regarding the unnecessary contacts from these clients, but unfortunately these clients did not stop contacting the hosting company direct. Matters from this point onwards resulted in severe problems for all 200+ sites. The hosting company then informed Christine they would no longer host any of her web sites and took all 200+ sites off the internet without warning. Christine took steps to seek advice from HotScot who agreed to intervene and help with the processing and hosting of the sites involved. HotScot have been working hard to cope with this unexpected extra workload and the added complications caused by the previous hosting company who interrupted the transfer of the sites part way through, thus losing some data.

HotScot has had to completely rebuild our web site and web shop for us, this has taken time as we were not the only business affected and things were done on a

strictly first come first served basis. HotScot discovered a few security problems when they tried to relaunch our original site and web shop. It was therefore decided in the interests of our customers' security that we would build completely new sites. This meant that although the majority of the old web site was online there were problems encountered accessing some pages including links, newsletter, web shop and the blog pages.

We have decided to establish the working of the main web site and web shop as a priority and will relaunch the sister blog site in the spring. This will encompass such areas as the 'Hints and Tips', 'Customer Gallery' and other such pages no longer found on the main web site Pages.

We would like to take this opportunity to thank both Christine Mills and the team at HotScot (especially Carole, Suzanne and Gareth) for dealing with this difficult situation in a helpful and businesslike manner throughout.

NEW WEB SITE AND WEB SHOP

The web shop is completely new and we are now able to offer direct online payments, we will no longer have credit card information sent to us to process, this will be done directly through our bank. This is much more secure than the old system and has been done in your interests. We would however remind you that we will send you what you pay for, so please check the order BEFORE you send it. For example: if you have ordered 3 identical patterns this is what you will be sent. If you wish you may still choose the postal option and post or phone card details through to us.

NOTE: Trade (dealer) customers please contact us before ordering from the web shop, otherwise you will pay the prices stated.

If you were a previous customer you will need to re-register on the new shop, as we were unable to transfer previous customers onto the new shop.

PLEASE NOTE: we now have most of the contents of the web shop back online, but as each item must be entered individually it is taking a little while to complete this task. If you do not see what you are looking for please check back in a few days time. We also have many new items yet to photograph and put on the shop.

We hope you like the new look web site and web shop.

NEW STOCKISTS

We would like to welcome our latest stockists (please remember these shops do NOT stock our full range of products):

Miniature Scene-York of 42 Fossgate, York

Tudor Rose D. H. Miniatures, Unit 4 Taversham Craft Centre, Fir Covert Road,
Taversham, Norwich

Apidae HB, Sandgatan 1, SE - 26040 Viken, Sweden who now stock our knitting needles

E-MAIL ADDRESSES

As we had back ups of all our files we have been able to reinstate the newsletter list with no problems. However we are aware that sometimes people change e-mail addresses, so if you have sent us a change of e-mail address (without informing us of the original e-mail address) newsletters may be sent to both addresses, as we were only able to save e-mail addresses (but not names) from the previous list.

Finally if you know of anyone else who would be interested in reading this newsletter, please feel free to forward it on.

If anyone you know would like to subscribe to the newsletter tell him or her to send an e-mail to newsletter@buttercupminiatures.co.uk or subscribe via our web site.

Frances and Kirsten
<http://www.buttercupminiatures.co.uk>

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