



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

Featured in the newsletter this month:

1. General News
2. Office closures during Christmas and New Year
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5. Advent Calendar 2011
6. Last posting dates for Christmas 2011 and Office closures

### 1. General news

*Firstly we would like to wish all our readers a very  
Happy Christmas and Prosperous New Year for 2012!*

We are sending this newsletter out much earlier than normal, as some of the final posting dates to countries such as Australia South Africa and New Zealand fall very soon. Please note that if you live outside the UK and wish to place an order in December to arrive in time for Christmas to check the last posting dates on our web shop. Any areas greyed out will have already passed the last posting dates, if this is the case we will still post items to you, but Royal Mail cannot guarantee arrival BEFORE Christmas. If you want your items for Christmas please check the dates before you place your order. We will continue to process orders normally and will endeavour as far as we are able to maintain the level of service we normally provide.

Although the main office will be closed over the Christmas holidays, the web shop and Ravelry store will still be operational, full details are given below.

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### 2. Office closures during Christmas and New Year

The main office will be closed from mid-day 23<sup>rd</sup> December 2011 until 3<sup>rd</sup> January 2012. 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 and Royal Mail may not operate a full service over the Christmas period.

Please note that as we will be operating with a skeleton staff over the Christmas period, the main office will NOT be staffed during this time, so telephone calls will NOT be answered until 3<sup>rd</sup> January 2012 and any orders arriving via the post may not be despatched.

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 3<sup>rd</sup> January 2012.

Don't forget that patterns can still be purchased and instantly downloaded at any time from our Ravelry store (see section 5)

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### 3. Web shop news

Due to problems experienced obtaining the required wool, we have decided to discontinue our range of 1:12<sup>th</sup> and 1:24<sup>th</sup> scale stitched rug kits. These will continue to be available whilst stocks last, but will not be replaced once our existing stocks run out. Stocks of some rug kits are now very low, so if you wish to make one of our rug kits buy now before it is too late. For our range of rug kits please see: [http://store.buttercupminiatures.co.uk/1-12th-and-1-24th-scale-kits/cat\\_26.html](http://store.buttercupminiatures.co.uk/1-12th-and-1-24th-scale-kits/cat_26.html)

Although the web shop will remain open throughout Christmas and New Year, please be aware that any orders placed can only be despatched to you when Royal Mail are working and these parcels may take longer to reach you than normal. (See section 6 below for full details)

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](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 January 2012.

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#### 4. Ravelry news

Don't forget that most of our patterns are available to buy as pdf downloads throughout Christmas and New Year on our Ravelry shop <http://www.ravelry.com/stores/buttercup-miniatures-frances-powell-designs>, so you do not have to be without your knitting or crochet over the Christmas and New Year period. Our Ravelry shop is open 24 hours a day, every day of the year!

#### Patterns recently added to Ravelry store

**CP 23** 1:12<sup>th</sup> scale crochet birdcage cover and spiral tablecloth **99p**

**FP 90** 1:12<sup>th</sup> scale knitted Bobble Christening set **£ 2.75**

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#### 5. Advent Calendar 2011



Just a reminder that the Advent Calendar on our blog pages <http://store.buttercupminiatures.co.uk/newsblog/> started on 1<sup>st</sup> December 2011 and a new part of the pattern will be added each day until 24<sup>th</sup> December 2011. The Advent calendar will remain available for free on our blog pages until mid-January 2012, when it will be removed and be released as a pattern to buy.

If you wish to join us on the Buttercup Miniatures group on Ravelry, we will be knitting the Advent calendar as a KAL (knit-along) and comparing notes and sharing photos during December 2011. (For details of how to join Ravelry see here: <http://store.buttercupminiatures.co.uk/newsblog/?p=3058> )

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#### 6. Last posting dates for Christmas 2011 and office closure over Christmas/New Year

By the time this newsletter reaches you some of these dates will be very close or may have already passed, so if you are placing an order from outside the UK please check the dates below before placing your order.

**Monday 5<sup>th</sup> December 2011** - South and Central America, Caribbean, Africa, Middle East, Asia, Far East, Japan, Australia and New Zealand

**Friday 9<sup>th</sup> December 2011** – Eastern Europe, USA and Canada

**Monday 12<sup>th</sup> December 2011** – Western Europe

**Tuesday 20<sup>th</sup> December 2011** – UK destinations

Please remember these are the last dates Royal Mail will guarantee mail to arrive in time for Christmas, however if we receive your order on the final posting dates above, we may not have time to process your order in time to meet Royal Mail's deadlines. All orders will be processed as received (orders placed on the final posting date will NOT take priority over other orders), so during busy times like this please place your order as soon as possible to help us avoid a back log of orders.

Any orders received on the web shop between 23<sup>rd</sup> December 2011 and 3<sup>rd</sup> January 2012 can only be posted out to you on days when the Post Office is open and accepting mail (28<sup>th</sup>-30<sup>th</sup> December 2011), so please be aware that there may be a delay in despatching your order, if it is placed during this time. Remember most of our patterns are available to buy as pdf downloads throughout this period on our Ravelry shop <http://www.ravelry.com/stores/buttercup-miniatures-frances-powell-designs>, so you do not have to be without your knitting or crochet over the Christmas period.

Frances

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

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