



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

Featured in the newsletter this month:

1. General News
2. Free knitting pattern (for e-mail newsletter subscribers)
3. Web shop news
4. Special offer (for e-mail newsletter subscribers)

## 1. General news

### Delivery disruption

You will be aware that there has been disruption to air travel and mail deliveries due to the recent volcanic eruptions in Iceland. Currently UK air space is open and airports in Spain, Portugal and Morocco reopened this week. We sell to customers around the world and the effects of the recent disruption effected deliveries to our customers as far a field as Australia and New Zealand. Many thanks go to those people who were affected and we appreciate your patience and understanding in helping us deal with a situation that is out of our control.

So what if it happens again and you have placed and paid for an order via our webshop, what does it mean to your deliveries?

We receive updates from the UK Royal Mail on how they deal with the situation and this allows us to keep you informed of events. If an event closes air travel and your parcel has not yet been despatched to you the following options are available:

1. Cancel your order and receive a full refund.
2. Ask us to hold onto your parcel until the situation eases.
3. Ship your parcel in any event.

If your parcel has been shipped when an event happens please bear with us and where a tracking number\* is issued with your PayPal receipt use the Royal Mail or your own country's tracking service to keep up to date with events. If you do not have a tracking number (small value parcels are not tracked) please allow extra time for delivery and email us to advise us of the situation.

We can't promise to stop these disruptive events but we will, with your continued patience and cooperation, work around them.

\*Not all countries offer this service and the quality of information provided by each service varies.

### UK Public Holiday

The office will be closed Monday 31st May 2010 as this is a public holiday in the UK.

If you have any queries about orders on this day then please e-mail us (making sure you tell us your order number), as telephones will not be manned and all calls will go to answerphone.

We will try to answer e-mails concerning orders as soon as possible, all other queries will be answered when the office reopens.

-----

## 2. Free knitting pattern

This pattern was sent out to e-mail newsletter subscribers only.

If you wish to subscribe to our **free** monthly newsletter and receive future free patterns and offers please sign up at:

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

-----

### 3. Web Shop News

This month, we have a few new items you may be interested in, these new products can be found at the bottom of the homepage on our web shop: <http://store.buttercupminiatures.co.uk>

#### 1/12<sup>th</sup> scale knitting pattern

FP 145 Summer christening gown – for experienced knitters £ 3.00

#### Yarn

We have managed to track down some more of this popular fancy yarn, but once our stocks are sold we will not be able to replace it.

FY 1 Fancy white yarn – 20 m ball 45p each Limited stocks

FY 2 Fancy black yarn – 20 m ball 45p each Limited stocks

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 on 1<sup>st</sup> June to new offers.

-----

### 4. Special offer (for e-mail newsletter subscribers only)

A choice of free pattern from our web shop was offered as a special gift this month with each qualifying purchase from our web shop and valid e-mail newsletter subscription. Full details of terms and conditions of the offer were sent out to all e-mail subscribers.

If you wish to subscribe to our **free** monthly newsletter and receive future free patterns and offers please sign up at: <http://www.buttercupminiatures.co.uk/newsletter.asp>

Frances

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

Please consider the environment before printing this.

© Buttercup Miniatures 2010

*No part of this newsletter (including free patterns) may be reproduced and distributed in any form or by any means, electronic or mechanical, including photocopying, recording or via any other information storage and retrieval system, without our written permission.*