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Survey Results



We would like to say a huge Thank you to everyone who took the time to complete our customer survey.

Your opinions are really valuable to us and we try to act on your suggestions wherever possible.

90.6% of you find the project pages useful although only 40.6% would like to share their own projects on the site.

I have to say that we have been completely blown away by the lovely comments from so many of you.

Your top 3 Craft sites are not surprisingly some of the bigger well known names. We will be having a good look at their product range to see where we can improve ours further.

Being a small business we really do read all of your comments and take all of your suggestions on board, we can only improve more if you tell us how!

This year there wasn't one thing that you asked us to stock that we currently do not.

Congratulations to Nelson from Belfast who was the first name out of the 'hat' for the Survey draw.

We have some great new products in the pipeline that we hope you will enjoy.

As ever we welcome your feedback and comments.

We would also like to say a big, big Thank you to everyone who took the time to comment on the survey.



Thank You

Not sure how much we are allowed to say but we saw someone famous on the TrimCraft stand, there to promote his new paperCraft range?

There are some fantastic new ranges also due to come out soon from DCWV, more details on these nearer their release date but you won't be disappointed!

New Projects

I apologise for the lack of new projects on the site recently.

I have lots and lots of Smirk projects to put on I just need to get them photographed!

I have made a whole range of party invites, Thank you notes, notebooks for my daughters birthday bash.

We have the results for each Category below for you to take a look at.

We have scored the Categories overall for each heading, the results show how we scored against the 'Excellent' Score.

Customer Service	- 94.8%
Delivery	- 96.6%
Website	- 93.4%
Payments	- 97%
Newsletter	- 95.3%
Product Range	- 92.7%
Communication	- 91.3%



I have also made some bookmarks using the DCWV Sweet range. The full range will be on the website shortly.



Stitches NEC

As you may know we went to the annual Stitches show at the NEC again this year. We have found some lovely new products. More details coming soon.

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Topics this month...

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What are we up to?

Hi Fellow Crafters

Spring is now upon us, at long last. We will hopefully have some very exciting new ranges within the next couple of months. Some you may already know and some brand new ones.

We spent a lot of time at the Stitches show searching for unusual Crafting items as many of you have said that we have things that other suppliers do not.

I hope you love the things we have found as much as we do.

Please contact us if you have any suggestions or comments.

Until next time, Happy Crafting

Sam & Rich xxx



Offers

The survey results showed that you like our fortnightly offers and would like to see more.

We need your help with this, what would you like to see as a fortnightly offer?

Postal Prices

It has been over 2 years since we reviewed our postal minimum order prices. After considerable thought and discussion we have reluctantly decided to increase our minimum order value.

The good news we have only increased it by a £1 taking our minimum order value for free delivery to £10.99 from March 1st.

We will also have to reluctantly put up the postage charges on some of our larger items such as the Purple Cow cutters and the Wizard machine. We hope you will agree that we still offer great value for money.

If you have any queries or wish to comment then please contact us

Sam@jasmines-cards.co.uk



Buttons

One of the fantastic new products we saw at the show was a range of decorative laser cut wooden embellishments.



We are really keen to know your thoughts on this range as we would love to stock it.

The pictures are just a taster of what is available, the range is massive!



We have asked you for your comments before, but we would like to tailor the offers to the products that you would really like to see discounted.

Send in a quick e-mail and we will see what we can do.

We will start changing the offers on a set day every fortnight and will let you know what the latest offer is.

We will also have special bundle deals, they may be limited in numbers so we will let you know as soon as they are available.

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What's missing from your craft box ?