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Dichroic-glass

Australia's best range of dichroic glass at great prices – remember to look for the free postage offers.

Glass Fusing

All your general fusing supplies – now also with free freight offers.

Divine Glass website

Our own (neglected) website - check out the range of courses

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Welcome to our First E-Newsletter for 2011

To all our customers, we wish you a safe, healthy and happy 2011.

We have many customers in regional and rural areas and our thoughts are particularly with those in flood-affected areas of Queensland.

In response to the terrible events in Queensland, instead of monthly specials this month we have decided to donate 10% of gross sales between now and the end of January to flood relief funds.

New (Reduced) Prices Across the Website

Over the Christmas period, we took the opportunity to systematically review prices across the website to reflect our current cost structures. Not only is the Australian dollar at record highs, your support has enabled us to generate significant economies of scale in our procurement and freight costs. Consequently many System 96 glasses have been reduced by 5~15% as well as most tools. We do this to ensure that you – our customers – continue to have access to an extensive range of products locally but not have to pay more for the convenience of buying in Australia from an Australian small business taking into account local taxes and reasonable costs of freight.

In a very few cases though, item prices have increased to reflect manufacturer price increases. In reality, the Australian dollar has not become that strong, rather the US dollar has become quite weak as their government continues to print money to finance their deficit and stimulate their economy. This means that many commodity prices have increased significantly in US dollar terms. In the past month we have seen Spectrum discontinue production of Cotton Candy Pink and Cotton Candy Grape because of the price of Erbium and the wholesale price of Uroboros Urobium Pink and Neon Orchid (which also use Erbium) have more than doubled. We have very limited stock of these glasses at the old prices.

Based on what occurred last time the US dollar was weak, we think there may well be significant price rises in the pipeline from US manufacturers in the near future. This might be a good time to stock up, save yourself some money - and help out the flood relief at the same time.

New on the Website This Month

If you've been on the website recently, you will have noticed that we've set up a section on new products which have either arrived – or will shortly do so. Hopefully, this will make it easier for you to search and find what you are looking for!

In the past month, we've added float glass, glass for slumping only, and tons of frits and powders, and stringers and noodles. We've also added lots of decals, although not all the photos have been uploaded yet (unfortunately, Sally hasn't mastered that skill yet!)

Next month – amongst other things – we will be receiving a number of limited edition Bullseye glasses which look great, together with lots of System 96 glass rods, which we've not stocked before. You can always pre-order now so you don't miss out later on.

System 96 Odd Sizes - Cheap!!!

Last month we started offering odd-sized pieces of all sorts of System 96 glasses at [significantly reduced prices](#). Given the rate at which these have been snaffled up, we've decided to continue the offer this month.

We end up with odd sizes when manufacturers supply undersize sheets, or where we sell custom sizes or (rarely of late) actually use glass ourselves. It suits us to clear out the racks and you can make some good savings if you're not fussy about the sheet size you purchase.

Details of the glasses are uploaded as we go through our glass racks, so you'll need to check the website regularly. As they are mostly one-off pieces of glass, it will be a case of first in, first served.

Diamond Pads and Diamond Drills

Until recently, our diamond hand pads have been sourced from an Australian supplier. When they were unable to fill a recent order we sourced some directly from an overseas manufacturer. As a result we are able to offer them at a significantly reduced price.

These pads are now **\$20.75 each**. Or for **\$75** you can have a **set of four** of the most commonly used sizes (60, 120, 200 and 400 grit) so there's no excuse to not have these essentials in your studio. We doubt that you will find these pads cheaper elsewhere in Australia!

We are now also able to offer a new range of sintered diamond drills in a very broad range of sizes. These sintered diamond drills provide a mid-range alternative to our existing range of standard and heavy duty drills. Sintered diamond drills will last significantly longer than the standard electroplated diamond drills, without the expense of the heavy duty range.

In testing Gordon drilled over 30 holes in 5mm float with one of these drills and it hasn't shown any signs of wear. Don't dare to ask him about the 40 mm circular pieces of 25 mm slab glass that he drilled for a dalle de verre panel.

A Reminder About AUSGLASS 2011

Just a quick reminder that from 20-23 January 2011, the 15th Biennial Ausglass Conference, entitled "Peripheral Vision", will be held at the Sydney College of the Arts. The conference will address contemporary practice, technical exploration and innovation.

You can find more information about the conference at
www.peripheralvision.org.au/

We will be exhibiting at the Trade Show, so pop in and say hello if you have the time and inclination! We will have the full range of System 96 there to look at as well as over 300 90 coe dichroic glasses.

Don't Panic!

Sometimes our website manages to confuse customers who buy an item and later – when they check the same item again – the website says it is out of stock. This is not a glitch in the shopping cart system. It simply means that you bought the last item in stock and we get a message to say we need to order more!

The shopping cart automatically updates our inventory as soon as an order has been placed, even though the item may not have been paid for yet. This means that if you place an order for an item that we only have one of (such as an odd size piece of glass), and because the website thinks it has been sold to you, when you re-check the item it will now be listed as out-of-stock.

You don't need to place another order (that just compounds the confusion). If the website let you place the item in your cart, you can be reasonably sure that it is yours. It is extremely rare for you to be able to purchase an item which is not actually in stock – it generally means we have lost something or had an unexpected breakage.

A Gentle Reminder About Postage

Sorry to rabbit on about this ... but it would help us process your orders more speedily if you could check that you have selected the APPROPRIATE destination and form of postage and shipping BEFORE you confirm and pay for your order.

Whilst there is a flat charge per order for postage within Australia for all lightweight items (such as decals, findings, etc sent by Australia Post satchels), sheet glass, tools and moulds are calculated by weight and destination. It is important, therefore, that you fill in the postage details correctly. For example, if you live in remote Western Australia, you should not tick the box for metropolitan Sydney ...

And don't forget that we offer free postage on orders which only include System 96 handy sheets over \$300.

Our Other Newsletters

Are you missing out on something? We like to make sure that all of our email is targeted to the right people but we are more than happy to add your name to either of our other mailing lists:

- www.dichroic-glass.com.au – a website targeted specifically at dichroic glass and jewellery making.
- Course Mailing List – be the first to know about our courses as they are

scheduled – The most recent newsletter includes Weekend Intensive Warm Glass courses for both January and February.

Feedback

Thanks to those of you who've provided feedback on the newsletters, the website or products ... it is much appreciated!

We would particularly like to hear from you if you have a problem. If you experience difficulties using the website or placing an order online we'd love to know so we can improve the experience for everyone. Or if there are items which you'd like to buy, but can't find on the website we can often supply them. Whilst we don't guarantee we can stock particular items, we are happy to consider suggestions on expanding our range.

Regards

Gordon Williamson and Sally Cameron-Stephen

Divine Glass Design

Canberra