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Subject: Serious Customer Service Issue

Posted by [Pilgrim1908](#) on Thu, 28 Jun 2012 06:14:25 GMT

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I've just been told that Shapeways has decided not to refund sub quality prints - ie those where due to the failure of the Shapeways staff to align the model correctly in the print tray the model is marred by visible stepping and knitting. Please note this is the result of the actions of Shapeways staff and is not a problem with the materials or printing process. This is a big blow as I always had the confidence to order knowing that if there was a production issue Shapeways would correct it. Until this issue is addressed I'm sorry but I will not be reordering, and I would urge others to do likewise.

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