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Subject: Invoice glitch: Outstanding balance  
Posted by [Mid7night](#) on Fri, 07 Dec 2012 15:52:02 GMT  
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I'll just put it out there: I'M PISSED.

I designed an RC plane that could be printed and easily assembled, and I've had nothing but trouble ever since I ordered it, which is really pissing me off because I usually NEVER have problems with Shapeways. So yeah, maybe I'm venting here a bit. I emailed Customer Service, and Mitchell and Christel have tried to be helpful, but there's a glitch in the invoice system somewhere, and it's holding up my order which is already 2 weeks late because it broke once. So that's why I'm pissed.

I placed an order for an RC plane I designed, it broke during printing so they cancelled the print and credited me the order amount. Customer service was also nice enough to give me a shipping-credit to help make up for the fact that my original order was placed using a Black Friday 20%-off discount code, and thus my 'store credit' was not for the full-price. Mitchell rocks.

So I fixed the problem area, reuploaded and reorded my plane. Here's where things get screwy...

At the payment confirmation page, I applied my store credit and entered the Holiday Discount code (15% off), and it calculated that I owed just \$8.43. So I hit PAY, it took me to Paypal and I completed the transaction. Only NOW, if I go back and view my invoice, it says I still owe \$47.73, because it says I only had a store credit of \$183.99?!?!

Here's the quick math:

(remember I was given a shipping credit as well, so there's no shipping cost in the calculation)

Original order (also store credit amount): \$225.22

New order: \$274.88

Holiday discount: 15%

So when I checked out, this is the calculation it did:

$\$274.88 \times 0.85 = \$233.65$

$\$233.65 - \$225.22 = \$8.43$

That's it, that's what it charged me and that's what I paid. I have NO clue where this mysterious \$183.99 number came from, but there's a glitch in your system somewhere guys, and I shouldn't have to pay extra for it.

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