
Subject: order 126090 cancelled
Posted by [Chavenelle2](#) on Fri, 29 Jun 2012 15:26:20 GMT
[View Forum Message](#) <> [Reply to Message](#)

Dear Shapeways,
I am really trying to do business with you, but...
Your credit coupon remainder did not work and now you tell me that the first order I used the coupon code on is cancelled.
I do not understand why. Please tell me how to reinstate order number 126090. I had no payment due. I cannot pay a total of \$ 0.00
please recheck this order and reinstall it. I was looking forward to it. I ordered it and with the coupon (in my sample kit) I owed nothing!
I want this product.
Please confirm receipt of this email and reinstatement of order # 126090.
Also, Is the first ship date still valid, or is this too pushed back.
Thank you for your attention,
Gail

Subject: Re: order 126090 cancelled
Posted by [natalia](#) on Fri, 29 Jun 2012 16:36:42 GMT
[View Forum Message](#) <> [Reply to Message](#)

Hi Gail!

I've forwarded your post to Gary so he should be able to help you now, but just for future reference, the fastest way to get an answer to your order query is to email service@shapeways.com directly rather than post here!

Best,
Natalia
