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Subject: order status still in production  
Posted by [abite](#) on Fri, 06 Jul 2012 12:46:22 GMT  
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I made an order on June 23th, and its expected ship date said July 4th.  
However, its status is still "in production".  
I have sent several emails to [service@shapeways.com](mailto:service@shapeways.com), but couldn't get the clear answer.  
Order no.: 126135  
The order was made by my client, and I ran into trouble with him now for its schedule.

Anyone, please let me know what its status now is.

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Subject: Re: order status still in production  
Posted by [Youknowwho4eva](#) on Fri, 06 Jul 2012 13:03:14 GMT  
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What's the material? If it's WSF or silver, those materials are about a week behind right now. Also, if your in the Americas, everything was closed here in the US on the 4th, and as far as I know, any Western Hemisphere order goes through the US. So if you order wasn't WSF or Silver I'd expect it either today or Monday. But I'll check with CS to see what's going on.

After talking to CS: Alright I talked with Mitchell, he has emailed you since your post. When emailing CS allow up to 24 hours for them to reply. As you'll see, there was a quality issue with your print, so they are reprinting and should be shipping out Monday!

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Subject: Re: order status still in production  
Posted by [abite](#) on Fri, 06 Jul 2012 14:33:22 GMT  
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Dear Youknowwho4eva,

I appreciate it. Yes, I received a reply from him with the clear status. Also, I pretty thank Mitchell for all the care.

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