
Subject: Money refunded but nothing else?
Posted by [Modelsbymarsden](#) on Fri, 24 Aug 2012 12:35:17 GMT
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Just wondered if one of the workers here could possibly look into my order as I my money was sent back to me yet there's been no message from shapeways about why.

My order: 139855
Invoice: BV-0000453

Thanks in advance

Subject: Re: Money refunded but nothing else?
Posted by [Youknowwho4eva](#) on Fri, 24 Aug 2012 12:54:58 GMT
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Have you emailed CS about your issue? They'll be able to tell you what's going on.

Subject: Re: Money refunded but nothing else?
Posted by [Jettuh](#) on Fri, 24 Aug 2012 12:57:29 GMT
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Hi there,

My apologies, we had an issue with payments through Paypal (Only for the BV invoices) , but this has been fixed right now.

I would like to ask you to make the order again as we did not proceed with your latest order due to this error.

Again my apologies for the confusion.
Mitchell

Subject: Re: Money refunded but nothing else?
Posted by [MitchellJetten](#) on Fri, 24 Aug 2012 12:57:55 GMT
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This reply above is from me

Customer Service

Subject: Re: Money refunded but nothing else?
Posted by [Modelsbymarsden](#) on Fri, 24 Aug 2012 13:38:48 GMT
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Thanks for that Mitchell, just made the new order, fingers crossed this time!

Subject: Re: Money refunded but nothing else?
Posted by [Jettuh](#) on Sun, 26 Aug 2012 09:50:29 GMT
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Thank you for re-ordering.

Good news:
141068 2012-08-24 13:36:51 accepted

The order is on accepted, so you won't receive an email from paypal that the money has been refunded
