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Subject: Overdue items

Posted by [daviesbobuk](#) on Tue, 04 Sep 2012 21:33:07 GMT

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Tried e-mailing, but no response.

I have 3 orders in progress, the first of which was 'due' 27th August, nothing arrived and no response to e-mail.

Second order is 'due' on the 5th.

I had hoped to have both of these orders before Friday as I am due to go to a major model railway exhibition and these were due to be part of my presentation as an exhibitor.

Are there production problems?

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Subject: Re: Overdue items

Posted by [MitchellJetten](#) on Wed, 05 Sep 2012 10:05:32 GMT

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Hi daviesbobuk,

Unfortunately our Customer Service team does not work during the weekends, which is why you did not receive a reply on Saturday.

However, I checked your conversation and found out that Christel Hagens has replied your email on Monday.

She will help you out with your status request.

Our apologies for not replying earlier.

Mitchell

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