
Subject: Very unprofessional shipping & packaging ...
Posted by [Salorian](#) on Mon, 17 Sep 2012 12:47:44 GMT
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Hello,

occasionally we use Shapeways. But I have to say, that production and post production processes are VERY unprofessional.

We ordered 2 different technical parts, plus 2 additional, almost identical parts with slightly different dimensions, to prove our concept in terms of tolerances etc.

What we got ?

- 1) Well, all parts 2+2 in ONE bag, thus we could not easily find out, which ones are those with the 0,5mm tighter tolerances
- 2) The barcode label on the bag does NOT show our part number, only internal shapeways ID#s, which does neither help much nor make sense to us, as customers. Thus we had to guess, what parts are what...
- 3) We ordered black material, it turned out that this was white material with some dye in it, tons of dust and particles rinsed out of the bag and contaminated our micro-electronics lab. The parts were just not cleaned at shapeways ... sent out directly from the printer.

Regards
Heinz

Subject: Re: Very unprofessional shipping & packaging ...
Posted by [RalphVdB](#) on Mon, 17 Sep 2012 15:21:24 GMT
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Hi Salorian,

so sorry to hear this has happened to your order. This is not how we should ship these models. Would you please be so kind to email [service\[at\]shapeways\[dot\]com](mailto:service@shapeways.com)?

If you explain what you have described here and mention your orderID they will offer you a proper solution

Hope this helps you a bit!

Cheers, Ralph

Subject: Re: Very unprofessional shipping & packaging ...
Posted by [Salorian](#) on Mon, 17 Sep 2012 16:38:49 GMT
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Thank you for this offer. But I am not fishing for refunds or discounts - it was just quite annoying
.....
