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Subject: Issue with Order #155817

Posted by [warewulf](#) on Thu, 18 Oct 2012 19:58:19 GMT

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Hello

I placed an order for three items a few days ago. Today I received an email saying that one of the items cannot be produced in the material I selected, and that my account had been credited for that item. However, I would like to change the selected material so that all three items are shipped together. I do not want to have place an other order an pay for two lots of shipping. I have emailed, tweeted and tried Live Chat but haven't gotten a response yet.

Can someone help me, please?

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Subject: Re: Issue with Order #155817

Posted by [Youknowwho4eva](#) on Thu, 18 Oct 2012 20:04:01 GMT

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All you have to do is email support, they'll get back to you. Give them up to 24 hours (busy day today), they usually respond in less than that. You'll have to cancel your entire order, and re-order in the different material.

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Subject: Re: Issue with Order #155817

Posted by [warewulf](#) on Thu, 18 Oct 2012 20:07:30 GMT

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Oh right. I thought I could just amend the order. I'll wait for the email. Thanks for the fast response!

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