
Subject: No response from service --damaged goods
Posted by [dhonig](#) on Tue, 23 Oct 2012 00:14:30 GMT
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I have been trying to reach service@shapeways.com and have not had any responses. I have given them order and shipping number, written immediately after receiving damaged goods (gyro the cube with a missing sprue on one of the cubes), written again, and no response. What must one do?

Subject: Re: No response from service --damaged goods
Posted by [Michon](#) on Tue, 23 Oct 2012 11:07:16 GMT
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Hi David,

We have responded to your e-mail on the 18th of October. I will immediately sent you the e-mail again and sent you the e-mail in a PM.

I can assure you that you should always have an answer within 24 hours (during week days). Should this not be the case, please let me know so I can escalate this internally.

If you have any further questions, you can always contact us via service@shapeways.com

Subject: Re: No response from service --damaged goods
Posted by [virtox](#) on Thu, 25 Oct 2012 09:07:39 GMT
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Hi David,

I have also messaged and emailed you. Can you please confirm?

Best,

Stijn
