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Subject: It arrived, but with missing Parts  
Posted by [djao99](#) on Fri, 16 Nov 2012 13:07:18 GMT  
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Hi i need help!

i just recieved my order and got some missing parts

this is the onw that i ordered online:

<http://www.shapeways.com/model/399540/?li=cart&materialld=6>

please see the pics to understand better of my problem :

please help me shapeways...

thanks...

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Subject: Re: Missing Parts  
Posted by [virtox](#) on Fri, 16 Nov 2012 13:15:49 GMT  
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Looks like some parts may have broken off during cleaning :-S  
Please contact [service@shapeways.com](mailto:service@shapeways.com) with these photo's, details and your ordernr.  
They will take good care of it

Perhaps send the designer a message about this issue, he might want to know this can happen.  
Also, I moved the topic to "it arrived", as it is not really a bug or site issue.

Cheers,

Stijn

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Subject: Re: Missing Parts

Posted by [djao99](#) on Sat, 17 Nov 2012 23:52:00 GMT

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virtox wrote on Fri, 16 November 2012 13:15 Looks like some parts may have broken off during cleaning :-S

Please contact [service@shapeways.com](mailto:service@shapeways.com) with these photo's, details and your order nr.

They will take good care of it

Perhaps send the designer a message about this issue, he might want to know this can happen. Also, I moved the topic to "it arrived", as it is not really a bug or site issue.

Cheers,

Stijn

thanks mr. stijn,

hope they respond to my problem. im really disappointed when i recieved the product. products from shapeways are very expensive + shipping, yet i recieved and incomplete item, which i paid in full hard earned cash.

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Subject: Re: Missing Parts

Posted by [djao99](#) on Sat, 17 Nov 2012 23:57:05 GMT

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Here are the shapeways info of my order:

[ removed by admin]

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Subject: Re: Missing Parts

Posted by [virtox](#) on Sun, 18 Nov 2012 12:08:21 GMT

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I have removed the private info.

Please contact [service@shapeways.com](mailto:service@shapeways.com) by email with all the info and photo's.

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