
Subject: "We don't cast pins"?

Posted by [hagman](#) on Wed, 28 Nov 2012 23:39:19 GMT

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An order of mine was rejected with

Reason: Thin walls

Additional information: we don't cast pins

"Thin walls" suggests (material is silver) that a wall is less than 0.6 mm thick. I think I had corrected out all places where so thin walls might occur.

Remarkably, the accompanying image does not show any thin wall markers.

In fact, this order was a redesign of a previously failed order, where there was a complaint about thin walls and the marker in the image showed a value *greater* than 0.6mm.

However, what I really cannot figure is "we don't cast pins". How this?

Admittedly I stretched the design rules for silver by placing two items. However, the exception for earrings and cufflinks is explicit in the rules. My design was not ear*rings* but ear*pins*. How does that make a difference?

Subject: Re: "We don't cast pins"?

Posted by [Youknowwho4eva](#) on Thu, 29 Nov 2012 15:50:55 GMT

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Do you have an image of these earpins? I'll see what I can dig up about the rejection. If you could supply the order number to assist them in finding the response.

Subject: Re: "We don't cast pins"?

Posted by [hagman](#) on Fri, 30 Nov 2012 18:45:24 GMT

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Thanks a lot, it's order #169777 and here's the image of the rejection mail.

Hagen

File Attachments

1) [reject 447373_can not cast pins.jpg](#), downloaded 80 times

Subject: Re: "We don't cast pins"?

Posted by [Youknowwho4eva](#) on Fri, 30 Nov 2012 18:54:52 GMT

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Awesome, thanks. I've forwarded on to service to figure out what's going on here.

Subject: Re: "We don't cast pins"?

Posted by [RalphVdB](#) on Mon, 03 Dec 2012 13:52:49 GMT

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Hi Hangman,

I have sent you an PM explaining why the model got rejected. Hope this helps you out bit!
