Subject: Shipping multiple Full Color Sandstone prints together
Posted by ryankittleson on Mon, 17 Dec 2012 22:30:05 GMT
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I've ordered several things so far and for the most part, the print quality has been great. I just wanted to make a suggestion about shipping. I've noticed that when I order multiple copies of the same model, they are often shipped in the same baggie. This causes a problem for the Full Color Sandstone because the separate prints rub up on each other during shipping. The result is that they get powdery scuff marks on them that can't be fully repaired. Please adjust your handling procedures to keep Full Color Sandstone prints from touching each other in shipping!

thanks!

Ryan

Subject: Re: Shipping multiple Full Color Sandstone prints together
Posted by Youknowwho4eva on Tue, 18 Dec 2012 13:47:05 GMT
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Ryan,

That is not good. I'll email some people to see if we can prevent this from happening.

Also, if you have damage from shipping, be sure to notify service so they can correct why it's happening, and replace any broken parts.

Subject: Re: Shipping multiple Full Color Sandstone prints together
Posted by natalia on Fri, 04 Jan 2013 20:44:03 GMT
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Hi Ryan,

We have made a few changes with packaging for shipping, so you should no longer get multiple parts (in any material) in one bag.

More plastic, more protection for your models!

Best,
Natalia