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Subject: Being ignored on Items that came broken  
Posted by [Silverbeam](#) on Tue, 01 Jan 2013 21:40:22 GMT  
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So it's the holidays so I know things are likely slow,

but I did get someone to talk to me BEFORE Christmas, a claim was supposedly filed, and now even after a second email sent asking for a status update, I am not getting any new info. I need to get the broken stuff reprinted for a client ASAP and I am really annoyed that I am not even being talked to anymore.

Anyone else getting the cold shoulder?

BEWARE BAD PACKAGING! They like to toss multiple orders together, no matter how many there are, A single set came just fine with no broken parts, but anything remotely fragile when tossed in a bag with lots of items doesn't have a chance.

#### File Attachments

1) [broken\\_sm\\_wands\\_packaging.jpg](#), downloaded 104 times

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Subject: Re: Being ignored on Items that came broken  
Posted by [Youknowwho4eva](#) on Wed, 02 Jan 2013 15:56:59 GMT  
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Have you heard anything today? we should be getting back to full speed this week.

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Subject: Re: Being ignored on Items that came broken  
Posted by [Silverbeam](#) on Wed, 02 Jan 2013 19:37:37 GMT  
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Yes I did, I hate to have to be the thorn in your foot so often shapeways. I know you guys are all trying and everything is till new, but I expect reasonable service both on my printed items and as a business all around.

I just hope in 3-5 years you guys will not only be the only affordable 3d printing site, but the best.

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Subject: Re: Being ignored on Items that came broken  
Posted by [Youknowwho4eva](#) on Wed, 02 Jan 2013 19:44:59 GMT  
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We always appreciate hearing what we do well, as what we don't do well. So that we can not only be the best, but exactly what you need.

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