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Subject: My package arrived half full  
Posted by [GarySG](#) on Mon, 04 Mar 2013 23:47:26 GMT  
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Well I'm satisfied with what I did receive in the mail, it's very nice, but I won't go into any detail of what it is because I don't have any pictures taken yet. However, I ordered two items, and the one that cost a couples bucks is the one that arrived, yet the metal item that cost \$17 dollars wasn't in the package (I ordered them both in the same order). I've already contacted customer support, and hopefully they'll get back to me in a timely manner. Just a bit disappointed when I opened the package, as this was my first experience with Shapeways. I can only hope that this type of thing isn't occurring regularly, and that everything will be sorted out and solved.

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Subject: Re: My package arrived half full  
Posted by [bakablah](#) on Tue, 05 Mar 2013 02:04:11 GMT  
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Oh dear, it sure sucks!  
I just received my first Shapeways shipment too, and it's missing a part in one of the item!  
I got the same dissapointment as you!

Luckily, Shapeways staff are quite friendly and hopefully should replace both our items for free

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Subject: Re: My package arrived half full  
Posted by [stonysmith](#) on Tue, 05 Mar 2013 02:11:39 GMT  
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Did you check your Order Status page?  
It's not uncommon for Shapeways to split-ship items that will take longer to produce.

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Subject: Re: My package arrived half full  
Posted by [GarySG](#) on Tue, 05 Mar 2013 02:27:33 GMT  
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It says it shipped both items, from what I can tell. I was so looking forward to having it! Well, patience is a virtue I suppose c:

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Subject: Re: My package arrived half full  
Posted by [GarySG](#) on Tue, 05 Mar 2013 18:10:05 GMT  
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Never mind, apparently the second item was scrapped a couple days before it was to be shipped.  
Major let down, but atleast everything is cleared up

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