Subject: Sandstone Model Arrived - Incorrectly Manufactured!
Posted by Gweetle on Tue, 05 Mar 2013 23:15:42 GMT
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I just received this model from Shapeways:
http://www.shapeways.com/model/930854/super-mario-mobius-und erworld.html
As you can see, the model is colored on all sides. I followed the instructions on how to submit a model for color printing in sandstone, which is why it appears colored on their site. However, upon receiving the physical model, it is missing half of its color! See the pictures.
Any help/suggestions?

File Attachments
1) 1.jpg, downloaded 329 times
2) 2.jpg, downloaded 325 times

Subject: Re: Sandstone Model Arrived - Incorrectly Manufactured!
Posted by Gweetle on Tue, 05 Mar 2013 23:54:55 GMT
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I would like a refund, this is ridiculous.

Subject: Re: Sandstone Model Arrived - Incorrectly Manufactured!
Posted by stonysmith on Wed, 06 Mar 2013 02:59:33 GMT
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Make sure that you send a note with pictures to service@shapeways.com
That does look improper.. they'll help you sort it out.

Subject: Re: Sandstone Model Arrived - Incorrectly Manufactured!
Posted by JoostD on Wed, 06 Mar 2013 13:20:17 GMT
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Hi Daniel,

I am very sorry to see that we shipped you a model with not all the right textures. Please accept

our apologies for that.
I have filed a complaint for you. I have also replied to your email. Thanks for the email by the way.

I will get back to you as soon as possible regarding this issue and resolve this for you.

Regards,

Joost