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Subject: Customer Service Unreliable?

Posted by [Designmodeller1](#) on Thu, 01 Oct 2009 15:46:18 GMT

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Hi All,

I have tried to e-mail customer service many times and gotten no responses.

I placed an order for 13 copys of my Ring designs on Sept 10th and received an e-mail back from Nikki (customer service) stating that some walls were too thin on 4 of my 8 designs. (min is .7mm but mine were .6mm)

So I asked if they could try to print anyway, and Ralph replied saying that "yes they would try to print anyway".

I received the models last week, but only half of my order arrived (none of the .6mm wall models) so i am missing 7 of my rings (that I paid for) and I have tried to e-mail Ralph, Nikki and Service@shapeways and NOBODY has gotten back to me about where the rest of my rings are or if they will ship.

Please help.

Shawn

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Subject: Re: Customer Service Unreliable?

Posted by [Designmodeller1](#) on Tue, 06 Oct 2009 14:20:43 GMT

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Update: Maartje finally got back to me about my order.

They issued a voucher for the items that they were not able to produce,. It turns out that Ralph and Nikki were on vacation so my e-mail did not get through.

This is my first order with Shapeways and it had a few bumps but overall the models that they made were very good quality. I will try them again, and this time make sure my models are better to alleviate any problems.

Thanks Maartjie!

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Subject: Re: Customer Service Unreliable?

Posted by [chris89](#) on Wed, 21 Oct 2009 18:15:12 GMT

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auch, yeah it was vacation time here in the netherlands, noticed a lack of replies from multiple companies including shapeways.

Good to know it turned out well though grats with your order.

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