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Subject: Production Questions

Posted by [sperez](#) on Mon, 09 Nov 2009 18:22:25 GMT

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Hello, I ordered several pieces at the end of October and I got a message the following Monday that some of the models couldn't be printed because they were too small, so I fixed it to make it thicker and ordered more with the coupon that was given to me. Then I received another e-mail saying that one of the models in that order was too small to be printed. The first order is still in production and the second order hasn't started yet, which i find strange since the first order I ever made with Shapeways a couple of weeks ago was done in less than a week. I was just wondering what I needed to do next or if I needed to do anything? Do I have to make a 3rd order to fit the \$25.00 minimum again? So yeah, kinda lost and any help would be greatly appreciated. Thanks in advance! ^\_\_^

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Subject: Re: Production Questions

Posted by [RalphVdB](#) on Fri, 13 Nov 2009 08:58:26 GMT

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Hi Sperez,

Can you please sent an email to [service@shapeways.com](mailto:service@shapeways.com) explaining all this and your invoice/order number? Then we will have a look at it for you!

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