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Subject: Where is my Order??????

Posted by [fingerblister](#) on Wed, 30 Dec 2009 13:49:30 GMT

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Ok,

All i want to know is when to expect it. I ordered the branding iron like in Nov. and now its almost Jan. of next year. No one has responded back to me with just a simply estimate of when to expect it. Which for me is a very bad thing since i have about 2400 kids wanting to know when they can get there product that I can't send with out branding it =(.

107702 is my order number. Any info would be nice. I already know its in production. I just need to know when I will get it in the mail.

Thanks,  
Anthony H.

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Subject: Re: Where is my Order??????

Posted by [Youknowwho4eva](#) on Wed, 30 Dec 2009 13:54:45 GMT

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When did they tell you it was going into production? About one or two days after that you should see a UPS delivery tracking number email. Did you email [support@shapeways.com](mailto:support@shapeways.com)? I know it sucks but this is the first year of shops, the site is in beta, and growing faster then shapeways can compete with, especially during the holidays.

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Subject: Re: Where is my Order??????

Posted by [fingerblister](#) on Wed, 30 Dec 2009 14:12:28 GMT

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I got the email my product was going into production on 12/15/2009. Yes I have emailed and pm them several times. Still no reply back. I know they have received the messages because I got a notification back stating they read it. I understand there a growing company and I respect it as I am a growing company but the number one thing you don't do wrong is Communication! That should be the most important. Heck I was even willing to make a long distant phone call if I could have found the number.

If the order takes till mid Jan. to get then it takes that long but I need to know so i can inform my clients as well. Its only out of respect to the client.

I have faith in shapeways to provide a great product no worry there I just need to know where it is.

Anthony.

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Subject: Re: Where is my Order???????

Posted by [maartje](#) on Wed, 30 Dec 2009 14:20:45 GMT

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Hi Anthony,

See my PM!

Kindly,  
Maartje

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