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Subject: Version actualization

Posted by [shim](#) on Wed, 07 Apr 2010 05:50:40 GMT

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I faced some problem with my shop.

Some days ago I uploaded a second version of a model and announced it in the comments with the description of changes. After that (on the same day, I think), a customer ordered it, but received the previous prototype version, what I really did not want.

How could this happen? How long does it take till the model gets really "refreshed"?

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Subject: Re: Version actualization

Posted by [shim](#) on Wed, 07 Apr 2010 07:05:21 GMT

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And what should also be mentioned - he paid a second version price (considerably higher)!

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Subject: Re: Version actualization

Posted by [rawkstar320](#) on Wed, 07 Apr 2010 19:28:51 GMT

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you and he should contact Customer Service ASAP if you havnt already.

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Subject: Re: Version actualization

Posted by [gibell](#) on Wed, 07 Apr 2010 20:29:11 GMT

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It is (was) a bug in their software, I had the same problem with a previous version being printed. I informed customer service and they are reprinting the correct model, free of charge.

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