

---

Subject: Need Help from Administrator

Posted by [CustomCool](#) on Sat, 04 Dec 2010 05:49:35 GMT

[View Forum Message](#) <> [Reply to Message](#)

---

I placed an order, I think yesterday for 4 items total. Two different models each with 2 quantity.

Is it possible to swap one of those models with a new one I made? One of the first models I placed an order for is incorrect.

If you look in my gallery folder you will see a round model called "flat\_X3". This is one of the parts I ordered originally. I need to replace that part with the model called "round\_flatX3\_NEW".

The parts may vary in volume, but not by much. I will pay for any additional costs if need be.

I placed it recently and hoping we can fix this before it goes to production.

Thanks for your help with this.

-David

---

Subject: Re: Need Help from Administrator

Posted by [virtox](#) on Sat, 04 Dec 2010 09:43:28 GMT

[View Forum Message](#) <> [Reply to Message](#)

---

Don't worry, it happens to the best of us

The best action in these cases is to contact [service@shapeways.com](mailto:service@shapeways.com) and see if you can cancel the order, so you can place a new one.

Cheers,

Stijn

---