
Subject: production to shipping time
Posted by [er1c](#) on Sat, 25 Oct 2008 06:15:44 GMT
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I have an order for which I received the 'in production' notification about 9-10 days ago but haven't received the 'shipped' email yet.

Read on another topic about there being problems with the notification emails going out.

Is the 10 days generally the timeframe from production to it arriving? - just want to know whether I should expect it to arrive sometime next week. I'm really looking forward to seeing my first print

Tracking with UPS isn't available as yet right?

Subject: Re: production to shipping time
Posted by [pete](#) on Sun, 26 Oct 2008 11:33:50 GMT
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Hi Er1c,

we are running a bit behind with our 'shipment send' emails. It is quite possible your model is already shipped. We are working really hard to improve the current situation, please bear with us.

You will be contacted by us this week with an update when to expect your model.

No UPS tracking is not yet available. We do ship with UPS now however. We will start offering tracking asap (a few weeks)

Peter

Subject: Re: production to shipping time
Posted by [er1c](#) on Mon, 27 Oct 2008 03:05:30 GMT
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Thanks

It arrived today, very exciting holding / playing around with it.

Will post some photos in the next few days.

Eric