Subject: Models Fails-Order Cancelled-Now What?
Posted by dtistudio on Wed, 11 May 2011 21:22:31 GMT
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I recently had a customer order a model that ended up failing during check.

With this failure the customers order was cancelled and I was informed of the failure. I made the necessary corrections and uploaded the updated parts, but do not know how to contact the customer to let them know of the updated parts.

Is there a way to do this?

Thanks,

Dennis

Subject: Re: Models Fails-Order Cancelled-Now What?
Posted by sFsGaming on Thu, 12 May 2011 06:02:07 GMT
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I'd like to know, too.

I had a model fail today, also.

Subject: Re: Models Fails-Order Cancelled-Now What?
Posted by Youknowwho4eva on Thu, 12 May 2011 12:37:05 GMT
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Where these co-creators? The order should give you the user name of the person that ordered. You can PM them or you can ask support to email the user about the update.

Subject: Re: Models Fails-Order Cancelled-Now What?
Posted by dtistudio on Thu, 12 May 2011 15:42:28 GMT
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This wasn't a co-create item.

I will contact support and ask if they can send me the persons email.

Thanks

Subject: Re: Models Fails-Order Cancelled-Now What?
Posted by Youknowwho4eva on Thu, 12 May 2011 17:06:52 GMT
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I don't know if they will do that. They may be able to contact them for you.