Subject: FUD creating backlogs?
Posted by tmcquaid on Sat, 11 Jun 2011 13:24:53 GMT
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Someone was telling me over at another forum that Fine Ultra Detail is in high demand and causing delays. I'd like the official story on this. I placed an order (48555) on May 28th and it's been listed as "in production" for a LONG time now. I'm concerned because I'm moving cross-country on July 8 and am worried I won't receive my order before I leave. I was mis-lead to beleive 10 days was as advertised. If it was going to be longer, I would not have placed this order.

-Todd

Subject: Re: FUD creating backlogs?
Posted by stop4stuff on Sun, 12 Jun 2011 04:03:55 GMT
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Hi Todd,

Your best bet is to email service@shapeways.com and discuss any issues with the Customer Service team. Though bear in mind that you may not get a reply til Netherlands business hours on Monday.

Cheers,
Paul

Subject: Re: FUD creating backlogs?
Posted by tmcquaid on Sun, 12 Jun 2011 22:46:21 GMT
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Thanks Paul. Email sent. We'll see what happens.

-Todd

Subject: Re: FUD creating backlogs?
Posted by tmcquaid on Mon, 13 Jun 2011 23:48:54 GMT
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Still no response to my email. Not very impressed with the customer service thus far.

-Todd

Subject: Re: FUD creating backlogs?
Posted by stop4stuff on Wed, 15 Jun 2011 17:48:11 GMT
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Did your issues get resolved yet?

Subject: Re: FUD creating backlogs?
Posted by bartv on Thu, 16 Jun 2011 08:15:12 GMT
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Hi tmcquaid,

I'll make sure they get back to you today.

Bart

Subject: Re: FUD creating backlogs?
Posted by KevinN on Thu, 16 Jun 2011 11:24:46 GMT
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Hi Todd,

I have just sent you an email with details over delivery of your order.

If ever you send us a mail and do not receive an answer within 20 hours please do remind us as something would have slipped the net if we did not respond.

Cheers,

Kevin

Subject: Re: FUD creating backlogs?

Posted by tmcquaid on Thu, 16 Jun 2011 22:56:40 GMT
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Yes it was thanks.

-Todd

Subject: Re: FUD creating backlogs?
Posted by reecejames on Thu, 23 Jun 2011 04:02:20 GMT
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I'm in the same boat. Still waiting here on FUD and FD parts from the 5th June to leave production and be shipped.

I take it there's somewhat of a backlog?!

Subject: Re: FUD creating backlogs?
Posted by fx on Thu, 23 Jun 2011 05:55:02 GMT
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I guess you will unfortunately have to wait some more time... I'm still waiting on my order from the 25th may... :roll:

Subject: Re: FUD creating backlogs?
Posted by reecejames on Thu, 23 Jun 2011 05:58:06 GMT
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Man! Demand is high I guess! :d Glad to see Shapeways is that busy!

Any chance of getting an eta on orders? There's no rush on mine, but I'd at least like to know what month they'll turn up!

Subject: Re: FUD creating backlogs?
Posted by tebee on Thu, 23 Jun 2011 09:19:45 GMT
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Well I got an order yesterday, 22nd June, placed on 18th May so it looks like they are taking roughly one month, but I have no way of knowing if this is typical or not.

Subject: Re: FUD creating backlogs?
Posted by Jettuh on Thu, 23 Jun 2011 09:20:57 GMT
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Hello everyone,

I'm really sorry for this long delay you guys are having.
Like you all know, the problem with the printer and the big demand is making a huge backlog.

I do can tell you that the majority of all orders from the month may will arrive in about 7 days.

If there are questions about your order, please send an email to service@shapeways.com

Greetings
Mitchell

Subject: Re: FUD creating backlogs?
Posted by tebee on Thu, 23 Jun 2011 09:26:03 GMT
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Well personally I'm happy to have FU/FUD available and I'm not worried too much if I have to wait a long time for it - It's much preferable to the alternative of not having it available at all !

Subject: Re: FUD creating backlogs?
Posted by AmericanArchetype on Tue, 12 Jul 2011 12:15:05 GMT
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I've been waiting from some time too, but I completely agree. I'd rather have a really long delay rather than no have the option at all.

Subject: Re: FUD creating backlogs?
Posted by FrankJ on Thu, 21 Jul 2011 08:04:57 GMT
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Is there still a backlog in FUD?
Regards,
Frank

Subject: Re: FUD creating backlogs?
Posted by stop4stuff on Thu, 21 Jul 2011 08:07:16 GMT
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Yep, on yesterday's webcast, Ana said the backlog should be cleared in about 3 weeks - also see;
http://www.shapeways.com/forum/index.php?t=msg&&th=5 871&goto=31232#msg_31232