
Subject: Any update on non-UPS shipping options?
Posted by [FoxholeAtheist](#) on Thu, 04 Aug 2011 19:49:34 GMT
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Hi,

I've not yet ordered anything from Shapeways, though I'm fascinated by the concept and am trying to come up with ideas for my first model. Having said that, I just found out that UPS is the only shipping method supported. I'm in Canada, and I'm afraid that this restriction will keep me from ordering anything through Shapeways, as UPS charges insane brokerage fees for items coming into the country. I do understand that I will have to pay Canada Customs, and I'm fine with that, but I'm not going to pay UPS \$50+ just for handling an overseas package when Canada Post will do the same thing for \$5.

So... is there any update on the possibility of using other shippers?

Thanks,
Jason

Subject: Re: Any update on non-UPS shipping options?
Posted by [FoxholeAtheist](#) on Mon, 08 Aug 2011 15:11:41 GMT
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OKie. I'm going to take the non-response on this to be a "negative".

Constructive feedback: The UPS-only shipping option is a dealbreaker for me, and I imagine it's the same for other Canadians. I've never ordered 3D "prints", but I've spent a lot of time discussing pocket knives online, and have heard too many tales of UPS charging \$50+ brokerage fees on \$70 orders to risk it.

There are competitors to your service based in the US who will ship to Canada via USPS. I prefer the layout of your site, and the materials you offer, but I'm going to have to go with your competition until you offer more shipping options.

Sincerely,

Jason

Subject: Re: Any update on non-UPS shipping options?

Posted by [kfisher](#) on Mon, 08 Aug 2011 15:48:45 GMT
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Hey Jason -

Thanks for reaching out. My apologies for not getting back to you sooner - just got brought on a week ago to start addressing some of these issues - and still trying to take in all the information.

In response to your question - I'm very aware of these Canadian handling fees - and providing additional shipping options is something we're working towards. Right now, we're in the process of getting the US distribution up and running (where Canadian orders ship from). Once the system is completely operational, we'll be addressing other issues. I can't say it's going to happen tomorrow, but I can say it's on my short list of changes to address, and would be happy to keep you informed with any updates from inside.

Cheers

Kegan

Team Lead Distribution, Shapeways US

Subject: Re: Any update on non-UPS shipping options?
Posted by [FoxholeAtheist](#) on Mon, 08 Aug 2011 16:00:52 GMT
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Hi Kegan,

Thanks for the reply. I'll keep an eye on the site (and the Facebook feed)!

Must be exciting being in your first week with something like this... I find the whole business fascinating.

Thanks again,

Jason

Subject: Re: Any update on non-UPS shipping options?
Posted by [afrodri](#) on Fri, 02 Sep 2011 22:00:13 GMT
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I'm in the US so I wasn't aware of this, but I've started getting complaints from customers (or rather, would be customers) who say Shapeways is a non-starter because of the UPS shipping fees.

Any progress on this would be great.

Subject: Re: Any update on non-UPS shipping options?
Posted by [aricnorine](#) on Wed, 07 Sep 2011 22:43:44 GMT
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Having a USPS option would be a big help for us Canadians, hopefully it can be worked out. I'd definitely order more from Shapeways if UPS didn't penalize me \$40 for each order.

Subject: Re: Any update on non-UPS shipping options?
Posted by [VectorBoy](#) on Fri, 16 Sep 2011 20:48:24 GMT
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Agreed, it's really tough to justify orders when UPS essentially doubles the cost of anything I make.

I ordered two sets of cufflinks, which set me back \$40 in shapeways, but ended up being another \$55 in UPS brokerage fees.

I dread to think what my silver ring is going to cost me next week.

Even FedEx doesn't charge insane amounts for importing. It seems to be a UPS exclusive 'Canada tax'.

Subject: Re: Any update on non-UPS shipping options?
Posted by [snavon](#) on Sun, 30 Oct 2011 08:57:46 GMT
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I know everything was already said here,
But I want to support the option for the use of regular post office shipping or at least with FEDEX since their commission is not as high as UPS.

Subject: Re: Any update on non-UPS shipping options?

Posted by [afrodri](#) on Sun, 30 Oct 2011 23:02:55 GMT

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and, since the change in rates, I've gotten a lot of complaints from potential customers in New Zealand and Australia about the lack of options. They are more than willing to trade-off delivery time for cost, but don't have the option.

Subject: Re: Any update on non-UPS shipping options?

Posted by [matt_atknsn](#) on Mon, 31 Oct 2011 04:36:46 GMT

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afrodri wrote on Sun, 30 October 2011 23:02and, since the change in rates, I've gotten a lot of complaints from potential customers in New Zealand and Australia about the lack of options. They are more than willing to trade-off delivery time for cost, but don't have the option.

Nothing more to add to what has been said in this thread

Subject: Re: Any update on non-UPS shipping options?

Posted by [duann](#) on Mon, 31 Oct 2011 05:27:55 GMT

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Sorry all,

No news yet, we will inform as soon as we have a solution or a timeline.

Subject: Re: Any update on non-UPS shipping options?

Posted by [shelldrake](#) on Sat, 05 Nov 2011 19:07:24 GMT

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I'm in the same boat as the others - the cost of a \$4 model being shipped to Australia for \$19.95 (minimum) if preventive for me to buy anything.

Maybe a system where instead of checking out the seller can get back to the customer with a quote on the shipping costs would work better until this problem is worked out?

After receiving the quote the customer has the option of going ahead with the order or not.

Subject: Re: Any update on non-UPS shipping options?
Posted by [wxs](#) on Wed, 14 Dec 2011 16:39:03 GMT
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According to the wiki:

http://en.wikipedia.org/wiki/United_Parcel_Service#Fees_for_Canadians

if you at least provide the "Express shipping" option we can avoid the brokerage fees. Although I would definitely ask that you switch to a reasonable carrier.

Subject: Re: Any update on non-UPS shipping options?
Posted by [ana](#) on Wed, 14 Dec 2011 17:42:49 GMT
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Hey there guys,

Since the conversation started last August, we've implemented Uservoice as a way to collect and prioritize community requests. Since this seems to be something a lot of you feel strongly about, I'd suggest entering it into Uservoice, and trying to rally others to get it voted up.

The more votes it gets, the easier it will be for me to make the case to my team that we've should look into other options.

Thanks!

Subject: Re: Any update on non-UPS shipping options?
Posted by [wxs](#) on Wed, 14 Dec 2011 17:49:49 GMT
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I've done this now:

<http://feedback.shapeways.com/forums/111989-shapeways-feedback/suggestions/2453859-switch-couriers-from-ups-to-avoid-brokerage-fees>

All Canadians should vote this up!

Subject: Re: Any update on non-UPS shipping options?
Posted by [shelldrake](#) on Wed, 14 Dec 2011 20:17:39 GMT
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And I have started this one:

<http://feedback.shapeways.com/forums/111989-shapeways-feedback/suggestions/2454223-cheaper-postage-needed>

Subject: Re: Any update on non-UPS shipping options?
Posted by [kfisher](#) on Wed, 14 Dec 2011 20:39:42 GMT
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Guys I know this has been on the burner for a long time, and it's a change I badly want to see. There's a variety of reasons we haven't introduced a second option yet - but most of it boils down to there are so many things we are trying to do to drive cost down, and push speed up that there just aren't enough Dev hours in the day. For me, this is at the top of my priority list, and I am doing all I can to get it up and running for Q1 of next year. In addition- we'll also be launching a pick up option that will allow you guys to swing by, meet the team, grab your goods, and save on shipping. Promise I haven't forgotten you, and as Ana said, the louder the rumble, the more I can push.

Subject: Re: Any update on non-UPS shipping options?
Posted by [Kaoschallenged](#) on Wed, 14 Dec 2011 20:49:36 GMT
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I have seen the comments about the costs too In my Yahoo Wargaming Groups I run and on the TMP website. It seems to one of the two biggest complaints and reasons why people don't want to order. Robert

Subject: Re: Any update on non-UPS shipping options?

I want to add my story to help make a case for alternate shipping methods to UPS.

UPS botched pretty well every step of the delivery of my most recent order.

First one I can forgive them for because my apartment number was left off the shipping label. Originally my package would have been delivered last Saturday but we'll let that part slide. So, I call after being notified the apartment number is missing and correct this on Saturday. No big deal.

Tuesday rolls around(UPS doesn't do Sunday and they had Monday off as Christmas) and I await my package. Another problem. Oh, nope, wait, still the same problem that was corrected on Saturday.

So, I call and correct it again while letting them know I already corrected it previously.

Wednesday rolls around and I await the call that my the driver can't get in my building but is there(the buzzer on my building doesn't work so I posted a sign with my phone number on it for the guy delivering it). No call. Then it says a delivery attempt was made. Ok, maybe I just missed him and he didn't see the note I left. Info notice says a second attempt will be made by 10:30AM the following day.

So, today, I sit outside starting at 9AM. I stay there until 11AM before going back to my apartment to check the tracking number. "A delivery attempt was made at 10:20AM"

Bull. I was there. Outside. Freezing my ass off and growing more annoyed as the deliver by time came and went.

So, I call the 800 number for UPS and make a complaint. The people there were really nice. They filed my complaint and forwarded it to the local processing center. The processing center calls me and says the guy is "coming back" and that I have to wait outside because he will be there in less than a minute because he is "just down the block".

So, I thank them and go back outside. 15 minutes pass before the guy shows up. I walk over to his truck so he doesn't have to get out in the cold and immediately he gives me attitude.

Swears up and down that he was there. That he left a new info notice(gee, where did it go? I checked for one in case somehow I *had* missed him. Nowhere to be seen). He says that he looked inside the lobby of my building. That he called my phone and left a message.

All of his assertions being untrue(and me knowing since I was there). He then calls me a

"damned liar" before telling me I'm "lucky" because he doesn't EVER come back to do a second attempt on the same day.

Then he follows that with "but I'm not contradicting you. I was here. You weren't. I'm just saying."

Essentially, at the very least on a local level (and it is NYC so it's expected to a level), UPS is rude and doesn't provide the service they claim to offer.

Oh, also, my box was crushed in spite of it saying "FRAGILE - Please handle with care." Fortunately, Shapeways shipping department is AWESOME and my item arrived unscathed inside the crushed box (that bubble wrap stuff you guys use is realllly protective, by the way!).

Anyway, I just wanted to relay my story in hopes that other shipping methods will be offered. I'll be very hesitant to order again until alternate shipping methods are made available.

Subject: Re: Any update on non-UPS shipping options?

Posted by [wxs](#) on Thu, 29 Dec 2011 17:43:05 GMT

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While we're complaining: I ordered before the Christmas shipping deadline, and my package was scheduled to arrive on the 23rd. All day the 23rd the package did not arrive, I called UPS, and they said that they were now ready with the package, but were not doing shipping on the 24th, so I had to come in to their hub to pick up the package.

Anyway I spend an hour and a half on Christmas eve commuting to the suburbs of Montreal, and when I get there they say that they can't give me the package as it's "locked in a trailer" and that the person on the phone should never have told me to come in. Further, they would not be able to deliver again until the 28th.

The most frustrating part is, I know when the package eventually arrives they're going to charge me an additional \$30+ for the pleasure of doing business with them..

Subject: Re: Any update on non-UPS shipping options?

Posted by [aricnorine](#) on Thu, 29 Dec 2011 18:58:04 GMT

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This is a frustrating event, but for holiday-time shipping (especially in NYC), these kinds of problems will happen with any shipping company. There's always going to be a pissed-off truck driver somewhere ruining his reputation.

For sake of clarity in our message to Shapeways, we should keep this board as feedback on systematic problems with UPS - namely shipping to Canada causes large fees regardless of day or address.

Subject: Re: Any update on non-UPS shipping options?
Posted by [coolbutpointless](#) on Thu, 29 Dec 2011 22:20:31 GMT
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aricnorine wrote on Thu, 29 December 2011 18:58 This is a frustrating event, but for holiday-time shipping (especially in NYC), these kinds of problems will happen with any shipping company. There's always going to be a pissed-off truck driver somewhere ruining his reputation.

For sake of clarity in our message to Shapeways, we should keep this board as feedback on systematic problems with UPS - namely shipping to Canada causes large fees regardless of day or address.

I would call them not actually correcting an issue in their records by NOT forwarding said correction a "systematic problem" with UPS. Given that their system (the 800 customer service number) failed to communicate the correction to the local office (thus requiring my second phone call to again correct the error in their system).

I guess next time I want to make a complaint to further the end goal of getting a different shipping company option available for everyone I'll be sure to look for the "#USAProblemsOnly" hashtag.

Subject: Re: Any update on non-UPS shipping options?
Posted by [aricnorine](#) on Thu, 29 Dec 2011 22:33:46 GMT
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No need to look for a hashtag, simply read the thread.

Subject: Re: Any update on non-UPS shipping options?
Posted by [ZeeMar](#) on Sun, 05 Feb 2012 17:56:35 GMT
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I am also eager to see some non-UPS shipping options. Paying 15 bucks on top of every order makes shapeways much less economical for me in Canada.

Subject: Re: Any update on non-UPS shipping options?
Posted by [snavon](#) on Sun, 12 Feb 2012 11:12:10 GMT
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Well here we are at the 1st Q of 2012, is there any hope for non-UPS shipping?
Unfortunately I had to stop ordering due to unreasonable UPS fees.

Subject: Re: Any update on non-UPS shipping options?
Posted by [stonysmith](#) on Thu, 22 Mar 2012 14:54:10 GMT
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I just found a relevant thread.. I wonder if this would help Shapeways with costs if they just marked the packages as "Scale Models"?

<http://www.modelrailroadforums.com/forum/showpost.php?s=4196136c3bb5a6e610cd8685a348ce7d&p=241016&postcount=19>

Subject: Re: Any update on non-UPS shipping options?
Posted by [gideonan](#) on Mon, 09 Apr 2012 05:04:33 GMT
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I have had an issue with UPS as well. The ring plus shipping was 34.18 which was very good. I had no issue there and considered a great purchase. UPS Canada however wanted another 17.50 and required that payment by credit card or a money order.

If I order the I Ching Pendant for 17.49 then UPS Canada will make it a 34 dollar purchase total. That is currently a deal breaker. No complaints about the product but the UPS Canada fee is more expensive then the purchased product.

Subject: Re: Any update on non-UPS shipping options?
Posted by [gideonan](#) on Fri, 20 Apr 2012 01:21:36 GMT
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Since my original post is directly above this there is no need to quote it. Today I got a letter from UPS wanting the 17.50 payment. Needless to say I wasn't overly impressed when I called them. I was polite if somewhat unimpressed.

I basically said 2 things. 1: If there wasn't any payment then the item recieved would be still in the system and it is not. 2: Since I have the item and the only way to get the item is by credit card payment or money order I have to have paid them. It isn't like they would give me the parcel with an IOU.

So basically sloppy work on UPS's end has them trying to shake me down for ANOTHER 17.50 payment. The guy asked if I've received a credit card statement. Well it was about March 22 and realistically it isn't too likely I'd have the statement this soon.

I really hope that there are being steps to find alternate ways of delivery. The ring I ordered was 27.68 and initial delivery was 6.50. If I end up getting extorted for a second payment that means that the ring will cost 59.18 which is borderline obscene for a 27 dollar ring.

Subject: Re: Any update on non-UPS shipping options?
Posted by [bostwickenator](#) on Wed, 16 May 2012 01:01:44 GMT
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Thread necromancy.

I'm sitting here in NZ looking at a cart breakdown that shows:

Your Items : \$9.97
Shipping : \$19.99

We don't have the crazy UPS charges that Canadian users have to put up with but that is a massive shipping charge for a 23gram part is it not? (It would only cost an additional \$103 to launch said part into low earth orbit on a Soyuz rocket) Do shapeways parts come in a giant box filled with very heavy packing material or am I going to get a bubble wrap lined courier bag to add insult to injury?

Subject: Re: Any update on non-UPS shipping options?
Posted by [OracleofWuffing](#) on Tue, 22 May 2012 22:40:06 GMT
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bostwickenator wrote on Wed, 16 May 2012 01:01We don't have the crazy UPS charges that

Canadian users have to put up with but that is a massive shipping charge for a 23gram part is it not? (It would only cost an additional \$103 to launch said part into low earth orbit on a Soyuz rocket) Do shapeways parts come in a giant box filled with very heavy packing material or am I going to get a bubble wrap lined courier bag to add insult to injury?

I can't speak entirely for Shapeways, but I work for a different line of business that uses UPS as its only shipping means. You actually can go to UPS's website and get a quote for what it costs to ship a package internationally, if you want to be investigative.

With UPS, the initial shipping cost is usually determined by the value of the item, first. For the purposes of the vast majority of items Shapeways will print, the size and weight of the package is not going to be a factor (unless, for example, you wanted to 3d print a truckload of metal bricks). With what I see, the standard international charge is usually a flat US\$20 fee or 20-30% of the item's order value- whichever is greater. Expedited International shipping can easily double that.

Not to put too fine a point on it, but yes, I, too, would feel a bit put down in your situation, paying twice as much as the item just for delivering it to you would be annoying. However, that's actually very in line- if actually on the cheap end- with what UPS charges others to send internationally.

Subject: Re: Any update on non-UPS shipping options?
Posted by [natalia](#) on Tue, 29 May 2012 16:38:56 GMT
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Hi guys!

We've been doing a LOT of research into shipping options, because we know this is an issue you are passionate about and I wanted to share our findings and get your input.

While there is no immediate solution, these are our options, with their pros and cons.

Current Situation

Shapeways uses UPS as we have negotiated a bulk discount, allowing us to offer affordable, trackable shipping around the world.

Packages going to Canada are charged an *additional* handling fee by UPS as it is a private carrier, which in some cases doubles the shipping cost for the recipient.

POSSIBLE SOLUTIONS:

Option 1: USPS to Canada

Unlike our arrangement with UPS, we don't have a negotiated rate with USPS as we currently can not meet their minimum volume, therefore the average price for a package to Canada will be around \$20.

Pros:Cheaper as there is no handling fee

Cons: Adds 6-10 days ON TOP of the current 10 day turnaround for any material. So for white, strong and flexible, it would be 10 days production PLUS 6-10 days of shipping with USPS. Total 16-20 days from placing the order.

USPS is not trackable. You would be able to see when your package cleared customs, but not where it was while in transit.

Time to implement: We could start to do this in about 3 months, and it could take up to (xx??) to implement.

So is this worth it to you? Would you be willing to wait longer for your packages if you knew you could eliminate the extra handling fee?

Option 2: Distribution Centre in Canada

Shapeways could open a small distribution centre in Canada, and ship all packages from a Canadian location, thus eliminating customs and broker fees.

This would eliminate BOTH a handling fee from a private carrier (like UPS) and the slower time of USPS.

Pros: Complete solution

Cons: Long term solution

Time to implement: This is something we have researched and since it involves opening a Shapeways outpost, we could feasibly set it up in about 6-8 months.

Is this worth the wait?

Option 3: Your ideas

If you buy other US produced products, how are those shipped to you? Are there any other ideas we could look into?

We want to solve this as much as you, so would really value your feedback here.

Thank you!

Natalia

ps: I realize this doesn't address expensive shipping to other parts of the world, but if we can figure out Canada, I believe we can apply the same solution worldwide.

Subject: Re: Any update on non-UPS shipping options?

Posted by [Fenis](#) on Tue, 29 May 2012 17:09:28 GMT

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Hi,

Those are both great ideas. Thanks for looking into this for us Canadian customers. UPS service

is still a terrible experience here. For example, I got a shipment from them 2 weeks ago, waiting 4 days for them to find my home locally, then wrote them a cheque for customs fees (they refuse cash or debit) and still 2 weeks later they haven't cashed the cheque. I get shipments from the USA via USPS, and they most often include tracking info with frequent updates. Overall their service is good, and way better than UPS.

A shipping centre in Canada is also a great idea. Btw, when can we expect shipments to Canada from the Shapeways NYC location? That would be super convenient :)

Thanks for the great service guys!

Subject: Re: Any update on non-UPS shipping options?
Posted by [wxs](#) on Tue, 29 May 2012 17:24:14 GMT
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Hi Natalia,

Good to hear you're trying to fix this issue. I think that the USPS option is a compelling one. Most of the time I don't mind the wait.

I'm a bit surprised that it will be typically \$20 in shipping, however. Typical prints from Shapeways in my experience are quite small, so USPS First-Class Mail shouldn't be a problem (up to W+H+L=36 inches)
<https://www.usps.com/ship/first-class-international.htm>

It looks like on USPS first-class mail shipping could typically be from \$3 to \$6. That would be a price option I'd be excited by.

Subject: Re: Any update on non-UPS shipping options?
Posted by [aricnorine](#) on Tue, 29 May 2012 17:29:10 GMT
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Wow, both option A and B sound great. Thanks for researching this!

For option B: I'm unaware which shipping company you'd use, but in my experience Canada Post (the equivalent of USPS) is much more expensive than the USPS. If you were to use them I don't know if the numbers would make business sense - employing a Canadian to ship locally might be the same price as an international USPS shipment. Perhaps negotiated rates with UPS Canada are more compelling, I don't have experience with that.

Thank you Natalia for any solution you bring.

- Aric

Subject: Re: Any update on non-UPS shipping options?
Posted by [lensman](#) on Fri, 01 Jun 2012 20:16:37 GMT
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I like both options but option B sounds great. Yes, it's worth the wait - we have no choice!

USPS should not be significantly or even any more expensive than UPS. Small package from Canada to US costs about \$7. If I have to pay something like that and NO additional fees I would be very happy.

Presently, if I buy anything from the US and UPS is the only choice I will write to the company and tell them what I think of that; I've had a few tell me to contact them when ordering and they will ship USPS.

Most times I won't mind the extra wait... where it becomes a problem is when Shapeways runs behind in their schedule and long delays are compounded by long mailing times (as in present situation with Silver!) and I have customers breathing down my neck wanting to know where the product is.

Plus, a Shapeways distribution centre in Canada! How long after that would it be until you are printing here?!!

And to finish off with another recent UPS story: After my horrible gouging a week or so ago I came home the other day to find a package at my doorstep. No signature and nothing to pay (\$20 WSF order). I was grateful to get the package but in other parts of the world, hell, other parts of Canada, that package would not have been waiting for me when I came home... At least with USPS that package would be in a locked mailbox.

Glenn

Subject: Re: Any update on non-UPS shipping options?
Posted by [Agent24](#) on Sat, 02 Jun 2012 00:18:54 GMT
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wxs wrote on Tue, 29 May 2012 17:24Hi Natalia,

Good to hear you're trying to fix this issue. I think that the USPS option is a compelling one. Most of the time I don't mind the wait.

I'm a bit surprised that it will be typically \$20 in shipping, however. Typical prints from Shapeways in my experience are quite small, so USPS First-Class Mail shouldn't be a problem (up to W+H+L=36 inches)
<https://www.usps.com/ship/first-class-international.htm>

It looks like on USPS first-class mail shipping could typically be from \$3 to \$6. That would be a price option I'd be excited by.

USPS First Class is what I was thinking, too.

I've bought many things from eBay which were sent that way and all were relatively cheap.

That said I do not know what kind of packing Shapeways uses which may increase size/weight and add to the cost of postage as well as cost of the materials themselves.

The eBay purchases in question were all in bubble envelopes with minimal packing, all under \$10 (small electronic components).
This would be fine probably for small stainless steel prints and small dense plastic prints for example but I don't know about the rest.

I'm sure larger pieces and fragile pieces would have to be put in a decent box.

For the record, I'm in New Zealand.

Subject: Re: Any update on non-UPS shipping options?
Posted by [Roy_Stevens](#) on Sat, 02 Jun 2012 03:41:45 GMT
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I don't understand why USPS international flat rate isn't at the top of the list. I use this to ship to Canada on a regular basis. It's cheaper than UPS to begin with and doesn't stick my customers with \$20 broker fees in the end.

Subject: Re: Any update on non-UPS shipping options?
Posted by [natalia](#) on Mon, 04 Jun 2012 19:31:14 GMT
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Thanks for the suggestions guys!

USPS International Flat "if it fits it ships" is cheaper for within the US but becomes expensive overseas...USPS First Class does sound promising though.

Subject: Re: Any update on non-UPS shipping options?
Posted by [gibell](#) on Mon, 04 Jun 2012 20:34:41 GMT
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USPS First Class International is the way to go cheaply for shipping anywhere on the planet from the USA. I've sent many Shapeways models to all corners of the globe for less than \$10 each package. The cost goes entirely by weight, all my shipments have been small boxes under 1 pound.

The only drawback is that the package cannot be tracked. This might be a problem for Shapeways, if a buyer says his package was never received you'd have to take their word for it. My guess is Shapeways wouldn't use it for that reason alone. With tracking, international shipping is \$\$\$\$\$.

Subject: Re: Any update on non-UPS shipping options?
Posted by [Agent24](#) on Mon, 04 Jun 2012 23:11:22 GMT
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[gibell](#) wrote on Mon, 04 June 2012 20:34USPS First Class International is the way to go cheaply for shipping anywhere on the planet from the USA.

The only drawback is that the package cannot be tracked. This might be a problem for Shapeways, if a buyer says his package was never received you'd have to take their word for it. My guess is Shapeways wouldn't use it for that reason alone.

That's not really an issue.

All you have to do is when offering USPS First Class as an option, make sure the buyer understands and agrees that any loss is not Shapeways responsibility.

If the buyer won't accept that, then they should pay for the tracked option.

I have taken that risk many times and so far have had no issues. Then again, my country is not exactly one known for 'losing' parcels.

Subject: Re: Any update on non-UPS shipping options?

Posted by [snavon](#) on Thu, 14 Jun 2012 06:43:06 GMT

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First of all I'm happy to see something is going on with this issue.

But, what about other countrys around the world?

Will I be able to use USPS to ship from Holand to Israel?

When will the NY manufacturing be active, will I be able to ship with USPS from the NY facility?

Subject: Re: Any update on non-UPS shipping options?

Posted by [golan2072](#) on Sat, 16 Jun 2012 20:15:32 GMT

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Any chances for a USPS option to Israel (and Israeli P.O. Boxes especially like the one I have)? I ended up paying \$19.99 for the shipping of an item costing merely \$9.99.

I'd love to have a USPS Economy option (if it is air-mail). I don't care if the goods take a month to get to me if it saves a good deal of money.

Subject: Re: Any update on non-UPS shipping options?

Posted by [golan2072](#) on Sun, 17 Jun 2012 07:54:04 GMT

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For reference, here are a few US businesses of which I am a customer and their shipping costs to Israel (for miniatures):

Rebel Minis (<http://www.rebelminis.com/info.html>):

\$6 shipping cost worldwide regardless of shipping size. Normal USPS air-mail, IIRC.

Khurasan Miniatures (<http://khurasanminiatures.tripod.com/ordering.html>):

From \$0.01 to \$16.00 is \$4.00

From \$16.01 to \$36.00 is \$8.00
From \$36.01 to \$56.00 is \$11.00
From \$56.01 to \$86.00 is \$17.00
\$86.01 and up is \$26.00

By normal USPS air-mail.

Mad Robot Miniatures (http://madrobotminiatures.com/zencart/index.php?main_page=shippinginfo&zenid=9d8d38bf8bd2b2520ccbe5ecbd95b9fe):

All international orders ship via USPS 1st Class International Mail. Cost is as follows:

\$27 & under = \$8
\$27.01 - \$50 = \$9
\$50.01 - \$100 = \$10
100.01 & up = \$13

Subject: Re: Any update on non-UPS shipping options?
Posted by [Roy_Stevens](#) on Sun, 17 Jun 2012 20:48:42 GMT
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The answer to this and another very important improvement for us designers was "we are too busy with other important things to implement this right now". I can't imagine what is more important than allowing their designers to expand their customer base beyond U.S. residents with Paypal accounts, but it must be really big. I can't wait for whatever it is.

Subject: Re: Any update on non-UPS shipping options?
Posted by [Youknowwho4eva](#) on Mon, 18 Jun 2012 12:43:26 GMT
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Well the response on uservice is this:
"Hi all,

just to let you know that this issue IS on our radar and we're discussing how to resolve this. It's not a simple problem to solve however (we'd have to start supporting multiple shipping companies and also figure out which shipper works best for each specific country).

Well'll keep you informed."

This issue is also at the top of uservice. So this is not a backseat issue. This issue is in the

foreground.

Subject: Re: Any update on non-UPS shipping options?

Posted by [natalia](#) on Mon, 18 Jun 2012 15:58:42 GMT

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Hi Johnny, as Michael quoted, we ARE taking this seriously, it is not on the back-burner at all. We do hear your requests, and since this issue has been at the top of the feedback list for some time, we have been addressing it.

Making shipping easier and cheaper is a complex solution and rather than continuing to say "we are working on it", I have been waiting until the solution is implemented to announce it.

I am sorry if this came off as dismissive, it was not the intention, and as Michael quoted from UserVoice, it is being researched right now.

Best,
Natalia

Subject: Re: Any update on non-UPS shipping options?

Posted by [Agent24](#) on Mon, 18 Jun 2012 22:27:49 GMT

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Youknowwho4eva wrote on Mon, 18 June 2012 12:43 This issue is also at the top of uservice. So this is not a backseat issue. This issue is in the foreground.

Obviously this isn't the case in this particular issue, but being top of Uservice doesn't necessarily mean anything.

After uTorrent implemented uservice, the request "make it open source" went straight to number 1 and stayed there for a long time.

Recently they announced they would not be making it open source. Fat lot of good that did!

Subject: Re: Any update on non-UPS shipping options?

Posted by [natalia](#) on Thu, 21 Jun 2012 20:02:21 GMT

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While I can't speak for Utorrent, when something is at the top of UserVoice, you can be SURE we are actually working on it.

We implemented this feedback system to get a very clear idea of which issues are the most important for our community.

That said, some issues involve longer solutions than others. Shipping falls into this category - it is a complex solution that we want to make sure is scalable around the world. As we grow, we want to make sure that our shipping solution can handle the WHOLE world.

So thank you for your patience while we work on bringing a complete solution for everyone.

Subject: Re: Any update on non-UPS shipping options?
Posted by [Agent24](#) on Thu, 21 Jun 2012 21:24:18 GMT
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natalia wrote on Thu, 21 June 2012 20:02 While I can't speak for Utorrent, when something is at the top of UserVoice, you can be SURE we are actually working on it.

I know, you said already you were working on it. That's why I said "Obviously this isn't the case in this particular issue"

But I just wanted to point out to the guy who said that "This issue is also at the top of uservice. So this is not a backseat issue. " that it's not an absolute guarantee of anything in all cases.

Subject: Re: Any update on non-UPS shipping options?
Posted by [Youknowwho4eva](#) on Fri, 22 Jun 2012 13:26:19 GMT
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Agent24 wrote on Thu, 21 June 2012 21:24 natalia wrote on Thu, 21 June 2012 20:02 While I can't speak for Utorrent, when something is at the top of UserVoice, you can be SURE we are actually working on it.

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I was referring to Shapeways UserVoice policy. As a Shapeways employee, and never working for another company that has used UserVoice, I can't speak for how others choose to use UserVoice.

Subject: Re: Any update on non-UPS shipping options?

Posted by [Agent24](#) on Fri, 22 Jun 2012 22:46:22 GMT

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Youknowwho4eva wrote on Fri, 22 June 2012 13:26Agent24 wrote on Thu, 21 June 2012 21:24natalia wrote on Thu, 21 June 2012 20:02While I can't speak for UTorrent, when something is at the top of UserVoice, you can be SURE we are actually working on it.

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I was referring to Shapeways UserVoice policy. As a Shapeways employee, and never working for another company that has used UserVoice, I can't speak for how others choose to use UserVoice.

That's good to know!

Subject: Re: Any update on non-UPS shipping options?

Posted by [lorddragonmaster](#) on Wed, 10 Oct 2012 16:53:45 GMT

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This topic has been going on for more than a year.

I can't imagine it would be that difficult to start shipping things by USPS.

Anyone who has ever bought something from the states has dealt with USPS and I personally have never had an issue.

How has it taken so long to resolve. Just time Canadian orders to the post office, charge an extra \$2 handling and be done with it.

Subject: Re: Any update on non-UPS shipping options?
Posted by [lorddragonmaster](#) on Wed, 07 Nov 2012 21:15:04 GMT
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I posted over almost a month ago, and no response.

Just got my bill from USPS.

Shapeway (2 orders) = \$6.50 x 2 = \$13

UPS Brokerage/Bond/Free = \$49.38

total shipping cost = \$62.38 for 2 orders of items no bigger than a pencil!!

That is such a rip off.

Subject: Re: Any update on non-UPS shipping options?
Posted by [lensman](#) on Wed, 07 Nov 2012 22:29:18 GMT
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Yes, this subject has been "looked at" for a loooooong time now. I just recently ordered some silver chain from US and paid \$5.80 for USPS shipping. I've ordered from them before and I know there won't be any customs or brokerage fees. Now, admittedly, they do say to allow three to four weeks for delivery but the point is if I'm prepared to wait and have USPS as an option then I will choose that method.

Glenn

Subject: Re: Any update on non-UPS shipping options?
Posted by [Agent24](#) on Thu, 08 Nov 2012 00:06:12 GMT
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I don't understand why USPS is still not an option.

The same issue was brought up with Ponoko who have even higher shipping prices on 3D prints from their USA location and they have not done anything yet either as far as I know.

I imagine there would be more customers if they were given cheaper shipping options.

Subject: Re: Any update on non-UPS shipping options?
Posted by [lorddragonmaster](#) on Mon, 12 Nov 2012 16:27:02 GMT
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I honestly can no longer bring myself to purchase anything that will total over \$30, as I will be hit with a +\$20 brokerage fee from UPS.

Shapeways shipping choice (or more likely contract) is really hurting its customers outside of USA.

Subject: Re: Any update on non-UPS shipping options?
Posted by [Kimotion](#) on Thu, 15 Nov 2012 06:56:35 GMT
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I work in Canada at the moment and I'd like to add how awful it is to actually RECEIVE deliveries. I work M-F, 9-6 and had them redirect my first Shapeway orders. It took them THREE days to straighten it out and I think it's on route. of course I worry that if i'm in a meeting, or lunch, then they will just go away since I need to pay them the COD taxes upon receipt.

Picking it up at their shipping facility is not an option since they are available only M-F. no weekends. Not to mention that they are always out in the middle of no where (about 1 hr from Vancouver).

Canada has Canadian Post, which is located everywhere, open all 7 days so I can actually receive things.

it is a shame that the time it takes for Shapeways to create and ship and arrive in Canada is actually shorter than the time it takes for UPS to actually deliver it to me from its local ship facility.

Subject: Re: Any update on non-UPS shipping options?
Posted by [GWMT](#) on Fri, 07 Dec 2012 20:27:54 GMT
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I received a shipment from NYC to Canada yesterday: I was charged a \$10 brokerage fee, no duty and 13% HST. The randomness of what UPS and Canada Customs charges is maddening - I hope Shapeways opens a Canadian distribution terminal soon!

Subject: Re: Any update on non-UPS shipping options?

Posted by [PeregrineStudios](#) on Mon, 25 Feb 2013 04:03:06 GMT
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Just because there appears to be some dispute and question about why UPS charges these fees, and why, and when, I'll clarify (I've become intimately familiar with their practices over time):

The fee you get from UPS (at least in Canada) is a brokerage fee. This is not levied by the government, but by UPS itself. The long and the short of it is, when UPS brings your parcel over the border, they need to sign a paper or two, and the brokerage fee is what they charge for signing that paper. Generally, the fee winds up being ~50% of your total package value - so if you order \$200 worth of goods, it's a pretty safe bet your brokerage fee will be around \$100. Lastly, and sadly, there is no way to escape this fee. It doesn't matter what your item is classified as, it doesn't matter who shipped it or from where (unless it was from within Canada). It has nothing to do with taxation or border fees. It's just UPS grabbing your cash in exchange for the effort of signing a slip of paper for you.

Just one of the many, many reasons we need an alternative.

The one and only way to escape the brokerage fee, I feel I should point out, is if your order is under \$20 (not counting shipping). And thank god, because otherwise I wouldn't order a single thing from Shapeways. So as long as your total parcel value is less than \$20, UPS won't bother to charge you.

Subject: Re: Any update on non-UPS shipping options?
Posted by [lensman](#) on Mon, 25 Feb 2013 15:41:53 GMT
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While I would agree your last statement appears to be true now there was one time early on when I ordered a \$7.50 WSF model from Shapeways and was charged \$14 by UPS! I wasn't savvy enough to argue at the time but I sure as heck would now!

Glenn

Subject: Re: Any update on non-UPS shipping options?
Posted by [Cyberpath](#) on Fri, 01 Mar 2013 07:59:30 GMT
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I have my eyes on some models but \$20 is just too much to ship a few knickknacks. Any

progress?

Subject: Re: Any update on non-UPS shipping options?

Posted by [Inlite](#) on Sat, 06 Apr 2013 23:01:18 GMT

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No updates, no information. For something they are "working on" and that "isnt on the backburner" it seems to have been forgotten about. I used to order a model a month before this, it was fun and exciting seeing my imagined designs become objects you could hold in your hand. Now I just cant justify paying half the price of the models over again just to get them.

Subject: Re: Any update on non-UPS shipping options?

Posted by [GrumpyOldMan](#) on Thu, 11 Apr 2013 02:13:38 GMT

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Hi

Should we try CPR on this topic or is too late.

GrumpyOldMan

Subject: Re: Any update on non-UPS shipping options?

Posted by [PeregrineStudios](#) on Thu, 11 Apr 2013 02:22:30 GMT

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To the last two commenters: the main discussion seems to be taking place in this thread:
<http://www.shapeways.com/forum/index.php?t=msg&th=11181&prevloaded=1&start=0>

Though updates are far from concrete, they are nonetheless being given.

Subject: Re: Any update on non-UPS shipping options?

Posted by [lensman](#) on Thu, 11 Apr 2013 11:26:12 GMT

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Cyberpath wrote on Fri, 01 March 2013 07:59I have my eyes on some models but \$20 is just too

much to ship a few knickknacks. Any progress?

While my earlier statement about being hit with a \$14 charge from UPS on a \$7.50 order still stands, I have noticed lately that if I keep my orders under around \$20 I don't get hit with any extra charges. So, if I order two \$20 models in two orders and pay \$13 shipping it works out cheaper (\$53) than putting it into one order and paying \$40 for the models, \$6.50 shipping and then a UPS robbery charge of \$15.20 for a total of \$61.70.

Glenn

Subject: Re: Any update on non-UPS shipping options?
Posted by [AliDesign](#) on Fri, 19 Apr 2013 19:45:02 GMT
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UPS is plain ROBBERY. I just paid \$16 brokerage fee for a \$19 model I printed from shapeways.

This needs to be a Shapeways priority. I would love to work with you guys but not if I have to pay double for everything. Please implement a Canadian shipping solution soon.

Subject: Re: Any update on non-UPS shipping options?
Posted by [rapiierdragon](#) on Fri, 07 Jun 2013 22:23:33 GMT
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Amen brother!

My first shapeways order, about a month ago, was only some \$13, so UPS didn't charge me anything.

Today my second order arrives, value of about \$31... and the UPS guy tells me that there's an "import fee" of \$15. I was somewhat sleepy so I didn't really think about it and just got out my checkbook and paid it.

And now I look a few things up and find out what rip-off artists UPS are.

Only to a tiny amount (like say, 5%) of the blame do I put at the feet of Shapeways. My items did come well wrapped in bubble-wrap, but they were sent in a box measuring something like 8" x 10"

x 5" ... Shapeways could have easily used like a quarter of the bubble-wrap and fit my 3 items into a box less than a quarter of that size (a box of maybe 5" x 3" x 4" could have just as easily worked). Though after reading a few UPS horror stories, I can understand why Shapeways would use so much bubble-wrap and such a big box for such small items.

In future I'm gonna make sure my orders stay under \$20, and if UPS demands extra money again I'll tell them to take their bogus fees and eat them.
