

---

Subject: No Confirmation email and no order in 'my orders'  
Posted by [Earlofthenorth](#) on Fri, 05 Aug 2011 16:26:58 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Hi

I placed an order yesterday (my first) and received a confirmation of payment to shapeways from Paypal.....but I didn't get any confirmation from shapeways and 'my orders' is blank.

I've sent an email to shapeways and a couple of messages to customer services through the contact form with no apparent effect.

So can someone please tell me if there is a problem with my order.....please?

Thanks

---

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [Earlofthenorth](#) on Fri, 05 Aug 2011 20:29:38 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Well, maybe I'll get some sort of answer tomorrow, although looking through the forum it appears that customer service doesn't work weekends.....not that I'd probably be able to tell the difference so far.

---

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [Earlofthenorth](#) on Sat, 06 Aug 2011 08:34:45 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Well 24 hours later and no reply from contact forms, emails or a forum topic.

---

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [virtox](#) on Sat, 06 Aug 2011 09:25:31 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Hi,

Indeed CS is mostly "offline" during weekends.

Did you sent the email to "service@shapeways.com"?  
(with as much details as possible, amount/time etc)

It does sound like something very weird went wrong,  
does your paypal transaction show any order or invoice nr?  
It might help track down the problem.

And did you order from a shop or your own model?

Cheers,

Stijn

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [Earlofthenorth](#) on Sat, 06 Aug 2011 09:58:37 GMT  
[View Forum Message](#) <> [Reply to Message](#)

I've emailed service@shapeways.com a few times, with all the details I have (paypal invoice), as well as using the contact form to try to get any response.

The order process seemed to go okay, Paypal definitely made the payment, shapeways thanked me for my order and then.....nothing no confirmation email and no order visible in 'my orders'.

I ordered from a shop, which would have been the first of several planned orders. Now I'm definitely having to reconsider my plans.....so far my first experience of ordering from shapeways has not been particularly impressive.

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [virtox](#) on Sat, 06 Aug 2011 10:22:11 GMT  
[View Forum Message](#) <> [Reply to Message](#)

I understand your frustration and this is not how it normally goes.  
Usually things are a lot more efficient.

One detailed email to CS should normally get you a detailed response within about 24 hours.

But I think production peaks, vacation and events might have created a slight backlog in communications.

Rest assured, Shapeways does not take unsatisfied customers lightly!

And I know it's a lame suggestion, so sorry to suggest it, but could you please check your spam/junk mailboxes?

It has been known to happen (a lot) that CS does reply but ends up there..

Cheers,

Stijn

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [Earlothenorth](#) on Sat, 06 Aug 2011 11:45:16 GMT  
[View Forum Message](#) <> [Reply to Message](#)

No, i've been checking in the spam box as well.....hopefully i'll get a reply on monday, if not i'll just have to contact Paypal about recovering the funds, which will be a shame for shapeways and myself.

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [MitchellJetten](#) on Sat, 06 Aug 2011 13:08:05 GMT  
[View Forum Message](#) <> [Reply to Message](#)

Hi Earlothenorth,

I'm really sorry we didn't answer your question on friday.

As Stijn already says, we are running late because of some Customer Service Agents being on holiday and because of some events.

These things gave us a small backlog in our email responds.

Normally we send you as soon as possible an email back, but with the previous said things and the weekend, we aren't able to help you out as quickly as normal.

I'm not in the office at the moment, and do not have the equipment here to check what has been going on with your order.  
But I assure you, we will reply to you on monday!

Sorry for the inconvenience.

Mitchell Jetten  
Customer Service Agent

---

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [Earlofthenorth](#) on Sat, 06 Aug 2011 13:54:47 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Thanks, I look forward to hearing from you (or anybody else ) on monday.

---

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [Earlofthenorth](#) on Mon, 08 Aug 2011 14:47:18 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Yeah! Order confirmation and details in my order.....big thanks to Customer Services for sorting this out.

I'll place my second order in a few days.

---

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [Earlofthenorth](#) on Tue, 09 Aug 2011 16:22:23 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Second order went though without any problems.

---

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [Earlofthenorth](#) on Fri, 19 Aug 2011 14:11:48 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Order one and two arrived today.

A couple of the models from order one had problems (one broken and one slightly warped), but I knew when ordering that they were slightly risky in this scale (1:7000) and the vast majority came out perfect.....I've simply used those two as spare parts for conversions so no problem there.

I like to thank Customer Services again for sorting out my problems with my first order and also thanks to Shapeway for the care they take in packaging their orders (which puts many other companies to shame).

Also UPS performed perfectly, a great improvement from dealing daily with Royal Mail's inability to deliver my families parcels.

All in all I'm very happy and I'm only sad I have to wait until next month to order again.

---

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [suntoo](#) on Thu, 09 Feb 2012 11:43:54 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

The same thing is happening to me, I ordered a king ring and a gladios ring and only got confirmed on the king ring, aRe you producing the gladios ring or did I just not get a conformation on it?

---

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [suntoo](#) on Sun, 19 Feb 2012 14:06:22 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

Hi i placed a order about a Month ago and I still haven't gotten a confermation email about a gladios ring any help would be great

---

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [Xanyr](#) on Wed, 09 May 2012 03:35:53 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

I'm trying to buy <http://www.shapeways.com/model/47137/green-lantern-ring.html> but when I hit "Order" or "Order Now" I'm not taken to a payment page and nothing really happens. Is this a bug or am I doing something wrong?

---

---

Subject: Re: No Confirmation email and no order in 'my orders'  
Posted by [Youknowwho4eva](#) on Mon, 14 May 2012 15:51:23 GMT  
[View Forum Message](#) <> [Reply to Message](#)

---

suntoo wrote on Sun, 19 February 2012 14:06Hi i placed a order about a Month ago and I still haven't gotten a confermation email about a gladios ring any help would be great

Have you contacted [service@shapeways.com](mailto:service@shapeways.com) about this?

---