
Subject: Tracking my oder?

Posted by [Malek](#) on Sun, 30 Oct 2011 14:21:21 GMT

[View Forum Message](#) <> [Reply to Message](#)

Ok so I have ordered a product from Shapeways and I have sent them the money. In 'My Orders' tab it shows that it has been 'Accepted'. One week has passed and I have no tracking number or anything. I was just wondering, is there a way to track your order and see at what stage is it now?

Subject: Re: Tracking my oder?

Posted by [Kasss_Gnarl](#) on Sun, 30 Oct 2011 16:04:43 GMT

[View Forum Message](#) <> [Reply to Message](#)

Hi Malek,

I believe that the order status will show as 'accepted' until the model design is sent to the printing facility where it will be updated to 'in production'. Depending on the material you have selected there may be some delays on top of the expected delivery date. You can check this here: [Material Status](#)

You can also e-mail service@shapeways.com for an update.

The tracking number field should only be filled in once the order has been shipped.

Hope this helps.

Steve.

Subject: Re: Tracking my oder?

Posted by [Malek](#) on Tue, 01 Nov 2011 19:02:13 GMT

[View Forum Message](#) <> [Reply to Message](#)

Thank you Steve... Very informative. Can't wait for my product
