Subject: Production Error
Posted by mlivelli on Fri, 02 Mar 2012 18:49:06 GMT
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Hello,

The model from my most recent order contains text. Unfortunately, the first order placed had spelling errors, but after working with customer service we had that order canceled and a corrected model updated and a new order placed.

I received my order a few days ago and it seems that the original model was printed anyway. I checked my account, and the proper/corrected model is actually associated with the order....so I am not exactly sure why the wrong model was printed. I assume a simple, honest mistake... this stuff happens.

I have been attempting to contact shapeways about this, but have not gotten any reply from emails. This item was intended as a gift (for March 12), and I am worried there will not be enough time to have the model re-printed and re-shipped in time.

I suppose besides all this story I have two questions:

1. Is there anyway to contact someone in a US office by phone?

2. Does shapeways even offer a rushed shipment, at least in these circumstances?

Thanks,
~Mark

Subject: Re: Production Error
Posted by Youknowwho4eva on Fri, 02 Mar 2012 19:13:34 GMT
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Mark,

I'll let some people know about your problem, that will be able to help.

Subject: Re: Production Error
Posted by ChristelH on Mon, 05 Mar 2012 10:34:53 GMT
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Hi Mark,

I have just sent you an email about this.

Kindly,
Christel
Customer Service Agent
Shapeways

Subject: Re: Production Error
Posted by mlivelli on Mon, 05 Mar 2012 16:07:51 GMT
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Got it this morning. Thank you!

I have replied and attached images of the model I received.

Looking forward to your reply!

~Mark