Subject: Production time?
Posted by rwd on Fri, 16 Mar 2012 17:14:54 GMT
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My latest order was supposed to ship on March 14th, but it still noted as "in production". I sent an email to customer support yesterday but no response yet. Just wondering if maybe I missed a notice regarding slower processing times? No worries, just trying to plan

Subject: Re: Production time?
Posted by Youknowwho4eva on Fri, 16 Mar 2012 17:21:53 GMT
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As far as I know everything is running smoothly. I'll bug some people to see what's going on.

Subject: Re: Production time?
Posted by rwd on Sat, 17 Mar 2012 16:28:43 GMT
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Hmmm . . . still no response from customer service. That really surprises me as they have been so quick to respond in the past.

Subject: Re: Production time?
Posted by MitchellJetten on Mon, 19 Mar 2012 10:12:20 GMT
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Hi rwd,

Thank you for emailing us.

Unfortunately we did not receive your email due to a bug in our system which we have just found.

It seems that for the last few days, no emails from the contact form arrived in our inbox, which is why we were unable to reply as soon as possible.

As you can see in your own inbox, I have informed you about the status of your order.

Please accept our apologies for the inconvenience of this delay and problems with our inbox.

We are working hard to fix this as soon as possible.

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Subject: Re: Production time?
Posted by rwd on Mon, 19 Mar 2012 17:32:16 GMT
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Thanks so much!  I knew something had to be up because you guys are usually so great with responses.  Hope you fix the problem soon!

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Subject: Re: Production time?
Posted by senario on Wed, 21 Mar 2012 17:28:30 GMT
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So, double whammy, huh? Bug with the contact form and  at the exact same time bug in the production run... What's the chances?

My order is also in a state of limbo with no response from the contact form.

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Subject: Re: Production time?
Posted by rwd on Fri, 23 Mar 2012 18:09:31 GMT
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My order arrived, and although it was later than was originally quoted Shapeways did their best to make it right for me.  Must say I am truly impressed with the customer support!

Owning a business myself I do understand that things can go awry--its not a perfect world.  What sets businesses apart, however, is how they deal with complications and upset customers.  Nice job, folks--thank you!

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