
Subject: Disappointing
Posted by [senario](#) on Wed, 21 Mar 2012 17:20:44 GMT
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So, my order still shows "in production" and was supposed to be completed on 3/15. Sent in a request to customer service and never received a response. Is this normal? How do I get a hold of someone?

Subject: Re: Disappointing
Posted by [Youknowwho4eva](#) on Wed, 21 Mar 2012 18:12:11 GMT
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I know there was an issue with their email recently. Try emailing support@shapeways.com, if that's what you already tried, try emailing individuals directly (If you've already had correspondence in the past with someone from CS). Either way I'll email them to let them know of your issue.

Subject: Re: Disappointing
Posted by [MitchellJetten](#) on Thu, 22 Mar 2012 12:38:47 GMT
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Dear Senario,

Thank you for your message.

Unfortunately we had a problem with our emailing system after the big front-end release of the website.

This caused the emails, send from the website, not being send to our inbox.
Because of this issue we were not aware of your email.

My colleague Michon emailed you today and informed you about the status of your order.

Please accept my apologies for the inconvenience
