Subject: Trouble using credit to pay
Posted by tiradi on Fri, 20 Apr 2012 21:43:33 GMT
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Hi I received credit note for an incorrectly shipped item. There are several numbers on the credit note, but I have no idea how to apply this credit to the item I am trying to purchase. I tried using all of the number on my "Credit note" on the coupon section in the confirmation screen, but none of them applied the credit. How do I use this?

Subject: Re: Trouble using credit to pay
Posted by tiradi on Fri, 20 Apr 2012 21:52:03 GMT
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Sorry nevermind I think I answered my own question.

Subject: Re: Trouble using credit to pay
Posted by ChristelH on Mon, 23 Apr 2012 14:11:01 GMT
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Hi,

Could you please let me know if the problem you had has been solved? If not, please send an email to service@shapeways.com and ask for Christel.

Thanks and good luck!

Subject: Re: Trouble using credit to pay
Posted by tiradi on Mon, 23 Apr 2012 16:40:21 GMT
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The problem was me. I thought that the email I had was saying that I had credit with Shapeways. But shortly after I posted that question I received an email from paypal saying that I was receiving a refund. So it was me who misunderstood.