Subject: take care when buing this is really slow
Posted by kelderkold on Mon, 14 May 2012 14:18:55 GMT
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I made a order may 7
and paid it the same day
may 9 I was contacted that they want prove for my company
the prove i provided was not good enough so I can only buy paying vat, no problem because in Denmark I can get it back, so just send the stuff and inclued the vat. I told Shapeways may 11. Not possible, you has to cancel the order and make a new ony, OK so send back my mney so i can pay for a new order, I wrote that to the may. 11. but nothing happens

what the **** is happening here??????????????

Nothing come on I need the parts but I dont want to pay twice and why can you take the vat in a new payment and proceed the order.

So take care ordering from this company, when it comes to service there are none.

Editted by mod, removed swearing.

Subject: Re: take care when buing this is really slow
Posted by virtox on Mon, 14 May 2012 15:13:39 GMT
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Sorry to hear about your troublesome experience.
Currently it is not possible to alter orders or invoices, hence the need to cancel and re-order.
While I understand your frustration, could you please refrain from using swear-words?

I understand you have not yet received either a refund or voucher?
Did you get confirmation for the order cancellation?

If not please contact service@shapeways.com again and they will make sure everything is taken care of.
Or PM me with all order details and I will see what I can do for you.

Unlike your experience, the service is usually outstanding!
But Customer Service is not available during weekends.
So this might explain the delay.

Again, sorry for your trouble.

Cheers,

Stijn

Subject: Re: take care when buing this is really slow
Posted by kelderkold on Mon, 14 May 2012 15:28:27 GMT
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Quote:MAY 11, 2012 | 05:31PM CEST
Hey Keld,

You got it. The order has been canceled

As soon as the refund is made you will be notified by email.

this is 3 days ago, I can't wait so long,it takes 5 sec. to refund the money, what is the problem?
I PM you, thanks

I did mail them several times

Subject: Re: take care when buing this is really slow
Posted by virtox on Mon, 14 May 2012 17:05:30 GMT
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Judging from the time stamp your issue got split by the weekend.
Sorry about this unfortunate timing.

I have been assured they are on it!

Cheers,

Stijn

Subject: Re: take care when buing this is really slow
Posted by ChristelH on Tue, 15 May 2012 06:01:08 GMT
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Hi,

Sorry to hear you haven't received your refund yet, could you please send me an email with the order number so I can have a look at this for you. Please send this to service@shapeways.com attn. Christel Hagens.

Thanks in advance.

Subject: Re: take care when buing this is really slow
Posted by virtox on Tue, 15 May 2012 06:52:48 GMT
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Christel, I have forwarded the details to you.

Subject: Re: take care when buing this is really slow
Posted by kelderkold on Tue, 15 May 2012 15:01:51 GMT
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Still no news, no money nothing happens in this compani

24h service they say

Still no money back, now it is 8 days
thats 200 hours now

If you have a nother printing service use that, shapeaways stinks.

I hope they are giving me interest of my money

Subject: Re: take care when buing this is really slow

Posted by Youknowwho4eva on Tue, 15 May 2012 15:16:39 GMT
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Well I see Customer Service feed back two post previous. This forum is for constructive discussion. If you have a problem with Shapeways and would like to discuss constructively that's fine. But cursing and demeaning language isn't acceptable.

Subject: Re: take care when buing this is really slow
Posted by virtox on Tue, 15 May 2012 15:38:53 GMT
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Dear Kelderkold,

As volunteer moderator I have tried my best to help you.
And as I have explained this is not the usual order of things but a case of bad timing.

And this afternoon, I checked in on you via PM as I know people are working on your issue, but wanted to make sure things went ok, this is your response??

I think this is uncalled for and unlikely to help you any further.

Cheers,

Stijn

Subject: Re: take care when buing this is really slow
Posted by ChristelH on Wed, 16 May 2012 06:48:36 GMT
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Dear Kelderkold,

I have just sent you an email about this. Could you please respond to this so we can solve this as soon as possible?

Thanks!

Subject: Re: take care when buing this is really slow

Posted by kelderkold on Thu, 17 May 2012 10:54:36 GMT
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as you notice I send you ChristelH and Virtox the info as soon you asked for it, but now it is 10 days and I still not recieved my money, I will now go to paypal and stop all money to shapeaways, lets see what shapeaways will do if/when Paypal banned them.

So if you are a new user to shapeaways take notice, they keep your money and dont send you anything.
find another company to solve your printing issues, this is not good.

Subject: Re: take care when buing this is really slow
Posted by ChristelH on Fri, 18 May 2012 06:16:58 GMT
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Hi Kelderkold,

My colleague from the Financial Department has refunded you the money on the 17th of May to your PayPal account.

Thanks for letting me know by email if you have received your refund.

Kindly,
Christel