

From: Shapeways Team service@shapeways.com
Subject: Shapeways I Signup successful
Date: August 11, 2009 at 05:40
To: -----@c71123.com



Hello,

Welcome to Shapeways! We hope you enjoy your stay!

You can log in using the user name below at the link provided.

User name: jk-----

Link: <http://www.shapeways.com/login>

You could begin by checking out and rating the models in our gallery, if you need any help you can go to our forums or our help section.

<http://www.shapeways.com/gallery>

<http://www.shapeways.com/discuss>

<http://www.shapeways.com/support>

Should you at any time have any suggestions, questions, complaints or feedback, then please email me.

Kind regards,

J-----

J-----

Community Manager

-----@shapeways.com

Shapeways: passionate about creating

Why are you still reading all the way down here? Go create something already!

From: Shapeways Team service@shapeways.com
Subject: Shapeways | Activate your account
Date: August 11, 2009 at 06:02
To: -----@c71123.com



Thanks for signing up for Shapeways! Before you can log in you'll need to activate your account by [clicking here](#).

If the link above doesn't work you can also go to our signup page at <http://www.shapeways.com/activate> and use '-----' as your token.

As you're new around here, let me suggest a few things to do after logging in for the first time:

- Read '[How Does Shapeways Work?](#)'. This page explains all about 3D printing, uploading your work to our site and the production options.
- We have a [gallery full of cool designs](#)! Check it out and get inspired. You can comment on each design, and add it to your favorites so you can find it again later.
- You'll find stories about Shapeways and our community's activities [on our Blog](#). We take pride in updating it frequently, so keep an eye on it.
- Visit our [forum](#) to get support or discuss anything. Say 'hi!' in our [introductions forum](#).
- It's always nice to know who you're talking to - please take a few moments to [complete your profile](#).
- If you want to talk to one of us, just use our [contact form](#) and we'll get back to you as soon as we can.

That's it for now - I hope you'll enjoy Shapeways as much as we do!

See you around,

J-----
Community Manager Shapeways
-----@shapeways.com

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From: Shapeways Team service@shapeways.com
Subject: Shapeways | There's a problem with your new model 'toy dog'
Date: August 11, 2009 at 16:09
To: -----@c71123.com



Hi Jonathan,

We're sorry, but there was a problem with processing your model called 'toy dog'. It didn't pass all the checks that we run to make sure a model is printable. Here's the error message:

The fileformat of your object cannot be processed by our software. Please investigate the problem and try again.

If you're stuck you can send an email to service@shapeways.com, with the file attached to the email and the error message, that way we can take a look at the file and help you solve your problem.

Kind regards,

J-----

J-----
Community Manager Shapeways
-----@shapeways.com

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From: service@paypal.com
Subject: Receipt for Your Payment to Shapeways
Date: August 11, 2009 at 18:09
To: Jonathan Keller -----@c71123.com



Aug. 11, 2009 22:07:45 EDT | Transaction ID: -----

Hello Jonathan Keller,

You sent a payment of \$25.30 USD to Shapeways (service@shapeways.com)

It may take a few moments for this transaction to appear in your account.

Merchant:
Shapeways
service@shapeways.com
+31 402748913

Instructions to merchant:
You haven't entered any instructions.

Purchase Details

Description: Shapeways print order, Item #:
Unit price: \$25.30 USD
Qty: 1
Amount: \$25.30 USD

Subtotal: \$25.30 USD

Total: \$25.30 USD

Payment: \$25.30 USD
Charge will appear on your credit card statement as "PAYPAL *SHAPEWAYS"
Payment sent to: service@shapeways.com

Invoice ID: -----

Issues with this transaction?
You have 45 days from the date of the transaction to open a dispute in the Resolution Center.

Questions? Go to the Help Center at: www.paypal.com/help.

FOR INTERNATIONAL PAYMENTS ONLY

Commissions and Fees incurred by sender: \$0.00

Rate of Exchange: The above exchange rate includes a 2.5% spread above the wholesale exchange rate at which PayPal obtains foreign currency, and the spread is retained by PayPal. If and when the Recipient chooses to withdraw these funds from the PayPal System, and if the withdrawal involves a currency conversion, the Recipient will convert the funds at the applicable currency exchange rate at the time of the withdrawal, and the Recipient may incur a withdrawal fee.

RIGHT TO REFUND

You, the customer, are entitled to a refund of the money to be transmitted as a result of this agreement if PayPal does not forward the money received from you within 10 days of the date of its receipt, or does not give instructions committing an equivalent amount of money to the person designated by you within 10 days of the date of the receipt of the funds from you unless otherwise instructed by you.

If your instructions as to when the money shall be forwarded or transmitted are not complied with, and the money has not yet been forwarded or transmitted, you have a right to a refund of your money.

If you want a refund, you must mail or deliver your written request to PayPal at P.O. Box 45950, Omaha, NE 68145-0950. If you do not

If you want a refund, you must mail or deliver your written request to PayPal at P.O. Box 40000, Omaha, NE 68140-0000. If you do not receive your refund, you may be entitled to your money back plus a penalty of up to \$1,000.00 USD and attorney's fees pursuant to Section 1810.5 of the California Financial Code.

Important Note: The Right to Refund claim process applies only to payments that have not been successfully transmitted to the recipient. With PayPal, almost all payments are transmitted to the recipient immediately, except for eCheck payments, and payments to non-PayPal members.

Please do not file a Right to Refund claim if your payment has already been completed. If you have problems with a completed payment or need assistance settling a dispute with a seller, log in to your account and click Resolution Center at the top of the page.

You can also click Help at the top right of any PayPal page for more information about the Resolution Center and filing complaints.

MA residents only: PayPal holds a Foreign Transmittal Agency license in the State of Massachusetts - License Number FT3345.

Please do not reply to this email. This mailbox is not monitored and you will not receive a response. For assistance, log in to your PayPal account and click Help in the top right corner of any PayPal page.

To receive email notifications in plain text instead of HTML, log in to your PayPal account, go to your Profile, and click Notifications.

PayPal Email ID PP120

From: N-----@shapeways.com
Subject: Your order 104097 at Shapeways
Date: August 16, 2009 at 23:41
To: -----@c71123.com
Cc: service service@shapeways.com

Hi Jonathan,

One or more models in your order were too thin to produce. We have informed the shop owner about it and we hope he will upload soon a corrected version. Please contact him/her for additional information.

The following models are too thin to produce:

lamp 2 sopia concepts p
alextestnches
truncated
Soundheart
Jules1
lamp sopia concepts pro
Warzone
Tangled hearts

ring
wave

ring
Simple Hurricane
Chain of Rings

Soundheart
Chain of Rings
sbarra2

If we cancel the order lines that are not printable, the amount of your order will be below the minimum value of 25 dollars. We can propose you the following solutions:

- Delete complete order and give you a voucher/refund
- Delete the non printable order lines and print the rest of the order. This means that you still have to pay 25 dollar.

Please let us know what your choice is.

Best regards,

N-----, Customer Service Shapeways
(w) www.shapeways.com

From: JK Keller -----@c71123.com
Subject: Re: Your order 104097 at Shapeways
Date: August 17, 2009 at 04:40
To: N-----@shapeways.com



Hello N-----,

Thank you so much for letting me know about the status of my order and the options I have. I am very excited to see the products that Shapeways is able to produce. I would like to proceed with my order and ask that the non-printable items be deleted from my order. If possible, I would like to add 3 models to make up the difference in price of the deleted models. According to the list you sent, 10 items were non-printable and added up to \$1.20. I would like to add 3 models (16431, 11772, 19788) that add up to \$1.27 to my order. This would bring my complete order total to \$25.37.

Please see below for the itemized breakdown:

\$ 0.02 : 1x Warzone
\$ 0.02 : 1x Tangled hearts
\$ 0.05 : 1x ring
\$ 0.05 : 1x wave
\$ 0.07 : 1x ring
\$ 0.07 : 1x Simple Hurricane
\$ 0.20 : 1x Chain of Rings
\$ 0.15 : 1x Soundheart
\$ 0.20 : 1x Chain of Rings
\$ 0.37 : 1x sbarra2

\$ 1.20 : Subtotal (deleted)

\$ 0.42 : Normal Ring (white strong & flexible)
http://www.shapeways.com/model/16431/Normal_Ring.html
\$ 0.42 : mappcbutton (white strong & flexible)
<http://www.shapeways.com/model/11772/mappcbutton.html>
\$ 0.43 : squarekje (white strong & flexible)
<http://www.shapeways.com/model/19788/squarekje.html>

\$ 1.27 : Subtotal (new items)

\$ 1.27 : Subtotal (new items)
\$ 1.20 : Subtotal (deleted)

\$.07 : Difference (subtotals)

\$ 25.30 : Previous Total
\$.07 : + Difference (subtotals)

\$ 25.37 : New Total

If I have made an error in calculations, please correct and proceed with the order.

Yay, thank you so much! I am looking forward to seeing the models!
-- Jonathan

On Aug 17, 2009, at 3:41 AM, N----- wrote:

Hi Jonathan,

One or more models in your order were too thin to produce. We have informed the shop owner about it and we hope he will upload soon a corrected version. Please contact him/her for additional information.

The following models are too thin to produce:

lamp 2 sotoxia concepts p
alextestnches
truncated
Soundheart
Jules1
lamp sotoxia concepts pro
Warzone
Tangled hearts

ring
wave

ring
Simple Hurricate
Chain of Rings

Soundheart
Chain of Rings
sbarra2

If we cancel the order lines that are not printable, the amount of your order will be below the minimum value of 25 dollars. We can propose you the following solutions:

- Delete complete order and give you a voucher/refund
- Delete the non printable order lines and print the rest of the order. This means that you still have to pay 25 dollar.

Please let us know what your choice is.

Best regards,

N-----, Customer Service Shapeways

(w) www.shapeways.com

From: N-----@shapeways.com
Subject: Re: Your order 104097 at Shapeways
Date: August 19, 2009 at 00:43
To: JK Keller -----@c71123.com
Cc: service service@shapeways.com

Hi JK,

Thank you for this very organized overview. You are right, but on my list there are a total of 16 (6 are \$ 0,0 but just to keep it in mind!) I reordered the models you asked me to. The extra costs are on the house ;) It has ordernumber 4928. Your order will be a little bit delayed, because they have to wait for the new models I ordered. They will be shipped to

First name: Jonathan

Last name: Keller

Address: -----
-----,

Country: United States

Is that correct?

Sorry for the inconvenience! I Hope you enjoy your models!

Kind regards,

N-----, Customer Service Shapeways

(w) www.shapeways.com

JK Keller schreef:

Hello N-----,

Thank you so much for letting me know about the status of my order and the options I have. I am very excited to see the products that Shapeways is able to produce. I would like to proceed with my order and ask that the non-printable items be deleted from my order. If possible, I would like to add 3 models to make up the difference in price of the deleted models. According to the list you sent, 10 items were non-printable and added up to \$1.20. I would like to add 3 models (16431, 11772, 19788) that add up to \$1.27 to my order. This would bring my complete order total to \$25.37.

Please see below for the itemized breakdown:

\$ 0.02 : 1x Warzone

\$ 0.02 : 1x Tangled hearts

\$ 0.05 : 1x ring

\$ 0.05 : 1x wave

\$ 0.07 : 1x ring

\$ 0.07 : 1x Simple Hurricane

\$ 0.20 : 1x Chain of Rings

\$ 0.15 : 1x Soundheart

\$ 0.20 : 1x Chain of Rings

\$ 0.37 : 1x sbarra2

\$ 1.20 : Subtotal (deleted)

\$ 0.42 : Normal Ring (white strong & flexible)

http://www.shapeways.com/model/16431/Normal_Ring.html

\$ 0.42 : mappcbutton (white strong & flexible)

<http://www.shapeways.com/model/11772/mappcbutton.html>

\$ 0.43 : squarekje (white strong & flexible)

<http://www.shapeways.com/model/19788/squarekje.html>

\$ 1.27 : Subtotal (new items)

\$ 1.27 : Subtotal (new items)

\$ 1.20 : Subtotal (deleted)

\$.07 : Difference (subtotals)

\$ 25.30 : Previous Total

\$.07 : + Difference (subtotals)

\$ 25.37 : New Total

If I have made an error in calculations, please correct and proceed with the order.

Yay, thank you so much! I am looking forward to seeing the models!

-- Jonathan

On Aug 17, 2009, at 3:41 AM, N----- wrote:

Hi Jonathan,

One or more models in your order were too thin to produce. We have informed the shop owner about it and we hope he will upload soon a corrected version. Please contact him/her for additional information.

The following models are too thin to produce:

lamp 2 sopia concepts p

alextestnches

truncated

Soundheart

Jules1

lamp sopia concepts pro

Warzone 0.02

Tangled hearts 0.02

ring 0.03

wave 0.06

ring 0.07

Simple Hurricane 0.07

Chain of Rings 0.20

Soundheart 0.16

Chain of Rings 0.20

sbarra2 0.37

If we cancel the order lines that are not printable, the amount of your order will be below the minimum value of 25 dollars. We can propose you the following solutions:

- Delete complete order and give you a voucher/refund
- Delete the non printable order lines and print the rest of the order. This means that you still have to pay 25 dollar.

Please let us know what your choice is.

Best regards,

N-----, Customer Service Shapeways
(w) www.shapeways.com

From: Shapeways Team service@shapeways.com
Subject: Shapeways | Order 104097 is now in production
Date: August 19, 2009 at 00:48
To: -----@c71123.com

Hi Jonathan Keller,

We thought you would like to receive an update of your order 104097.

The production of your model(s) has started. Once we have produced your order, you will receive an email from UPS, this email will point you to the tracking information of your package. If you have any questions about your order, please contact us at service@shapeways.com

Thanks again,

E-----,
Supply Chain Manager, Shapeways

From: JK Keller -----@c71123.com
Subject: Re: Your order 104097 at Shapeways
Date: August 19, 2009 at 03:33
To: N-----@shapeways.com



Ah, yes, as detailed and complete as I wanted to be, and I still forgot the 6 "free" ones. Haha.

Thank you so much for the update on my order and for being so wonderfully responsive. I am SO excited to see my first batch of models!

Yes, my address is correct.

Thanks again!

-- JK

On Aug 19, 2009, at 4:42 AM, N----- wrote:

Hi JK,

Thank you for this very organized overview. You are right, but on my list there are a total of 16 (6 are \$ 0,0 but just to keep it in mind!)

I reordered the models you asked me to. The extra costs are on the house ;) It has ordernumber 4928. Your order will be a little bit delayed, because they have to wait for the new models I ordered. They will be shipped to

First name: Jonathan

Last name: Keller

Address: -----

-----,

Country: United States

Is that correct?

Sorry for the inconvenience! I Hope you enjoy your models!

Kind regards,

N-----, Customer Service Shapeways

(w) www.shapeways.com

JK Keller schreef:

Hello N-----,

Thank you so much for letting me know about the status of my order and the options I have. I am very excited to see the products that Shapeways is able to produce. I would like to proceed with my order and ask that the non-printable items be deleted from my order. If possible, I would like to add 3 models to make up the difference in price of the deleted models. According to the list you sent, 10 items were non-printable and added up to \$1.20. I would like to add 3 models (16431, 11772, 19788) that add up to \$1.27 to my order. This would bring my complete order total to \$25.37.

Please see below for the itemized breakdown:

\$ 0.02 : 1x Warzone
\$ 0.02 : 1x Tangled hearts
\$ 0.05 : 1x ring
\$ 0.05 : 1x wave
\$ 0.07 : 1x ring
\$ 0.07 : 1x Simple Hurricate
\$ 0.20 : 1x Chain of Rings
\$ 0.15 : 1x Soundheart
\$ 0.20 : 1x Chain of Rings
\$ 0.37 : 1x sbarra2

\$ 1.20 : Subtotal (deleted)

\$ 0.42 : Normal Ring (white strong & flexible)
http://www.shapeways.com/model/16431/Normal_Ring.html
\$ 0.42 : mappcbutton (white strong & flexible)
<http://www.shapeways.com/model/11772/mappcbutton.html>
\$ 0.43 : squarekje (white strong & flexible)
<http://www.shapeways.com/model/19788/squarekje.html>

\$ 1.27 : Subtotal (new items)

\$ 1.27 : Subtotal (new items)

\$ 1.20 : Subtotal (deleted)

\$.07 : Difference (subtotals)

\$ 25.30 : Previous Total

\$.07 : + Difference (subtotals)

\$ 25.37 : New Total

If I have made an error in calculations, please correct and proceed with the order.

Yay, thank you so much! I am looking forward to seeing the models!

-- Jonathan

On Aug 17, 2009, at 3:41 AM, N----- wrote:

Hi Jonathan,

One or more models in your order were too thin to produce. We have informed the shop owner about it and we hope he will upload soon a corrected version. Please contact him/her for additional information.

The following models are too thin to produce:

lamp 2 sopia concepts p
alextestnches
truncated
Soundheart
Jules1
lamp sopia concepts pro
Warzone 0.02
Tangled hearts 0.02

ring 0.03
wave 0.06

ring 0.07
Simple Hurricane 0.07
Chain of Rings 0.20

Soundheart 0.16
Chain of Rings 0.20
sbarra2 0.37

If we cancel the order lines that are not printable, the amount of your order will be below the minimum value of 25 dollars. We can propose you the following solutions:

- Delete complete order and give you a voucher/refund
- Delete the non printable order lines and print the rest of the order. This means that you still have to pay 25 dollar.

Please let us know what your choice is.

Best regards,

N-----, Customer Service Shapeways

(w) www.shapeways.com

From: E-----@shapeways.com
Subject: Your order at Shapeways 104097
Date: August 21, 2009 at 07:14
To: -----@c71123.com
Cc: Shapeways Service service@shapeways.com, N-----@shapeways.com

Hi Jonathan,

I know my colleague has already given you some information about your order.
Unfortunately today I have got some more news from production:

Position 14110 item Rin is not printable

Position 14155 item Red Cup was not correctly priced: due to a problem with our website that has been now corrected the volume of the object was wrong. this item should cost 1893.36 USD and not the 0.24 USD you have paid. As you can imagine I am forced to cancel the orderline.

Once again i am sorry for this inconvenience and I hope you will be satisfied with the rest of your order

Kind regards

--

E-----
Supply Chain Manager, Shapeways

www.shapeways.com

passionate about creating

From: JK Keller -----@c71123.com
Subject: Re: Your order at Shapeways 104097
Date: August 21, 2009 at 16:31
To: E-----@shapeways.com



Hello E-----,

Thank you for letting me know about the update to my order. I am very happy that you canceled the very expensive red cup!

Look forward to the rest of the order!

-- JK

On Aug 21, 2009, at 11:14 AM, E----- wrote:

Hi Jonathan,

I know my colleague has already given you some information about your order.
Unfortunately today I have got some more news from production:

Position 14110 item Rin is not printable

Position 14155 item Red Cup was not correctly priced: due to a problem with our website that has been now corrected the volume of the object was wrong. this item should cost 1893.36 USD and not the 0.24 USD you have paid. As you can imagine I am forced to cancel the orderline.

Once again i am sorry for this inconvenience and I hope you will be satisfied with the rest of your order

Kind regards

--

E-----

Supply Chain Manager, Shapeways

www.shapeways.com

passionate about creating

From: N-----@shapeways.com
Subject: Re: Your order at Shapeways 104097
Date: August 25, 2009 at 03:29
To: E-----@shapeways.com
Cc: -----@c71123.com, Shapeways Service service@shapeways.com

Hi JK,

Also another one which isn't printable:

Singularity cutaway v3

I'm very sorry! It's due to the small, detailed objects that it's sometimes hard to see if it's printable. I have to cancel this one as well.

Also from my side humble apologies and I hope you will enjoy the other models!

Kind regards,
N-----

--
N-----, Customer Service Shapeways
(w) www.shapeways.com

----- schreef:

Hi Jonathan,
I know my colleague has already given you some information about your order.
Unfortunately today I have got some more news from production:
Position 14110 item Rin is not printable
Position 14155 item Red Cup was not correctly priced: due to a problem with our website that has been now corrected the volume of the object was wrong. this item should cost 1893.36 USD and not the 0.24 USD you have paid. As you can imagine I am forced to cancel the orderline.
Once again i am sorry for this inconvenience and I hope you will be satisfied with the rest of your order
Kind regards

--
E-----
Supply Chain Manager, Shapeways

www.shapeways.com <<http://www.shapeways.com>>

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Important Delivery Information

Shipment Detail

[Read Compass Online](#)

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