

eStore Frequently Asked Questions

Question: *Can I register on to the Solidscape E-Store if I currently do not own a Solidscape printer?*

Answer: Unfortunately, at this time only customers who own a Solidscape printer can register. If you are interested in information on a Solidscape printer please contact one of our sales representatives.

North and South America: Joe Peduto - joe.peduto@solidscape.com

Europe and Africa: Gilles Duval - gilles.duval@solidscape.com

Asia and Australia: Owen Burke - oburke@solidscape.com

Question: *How long does the registration process take?*

Answer: We try to process all registrations within 24 hours. However, it may require additional time if information is missing.

Question: *I bought a used printer from another customer. Can I register with that printer?*

Answer: Yes, however approval time needed for your registration may be longer as we will need to update our ownership records

Question: *Can I use a different bill to address from my ship to address?*

Answer: Yes. Once registered you have the ability to add or update shipping and billing information as needed.

Question: *I forgot my username, can I still order?*

Answer: Yes. The email addressed used to register can also be used to login. You can also contact the ordering department from 8am till 5pm EST at 603-429-9700 ex 218 or at ordernotify@solid-scape.com.

Question: *I do not have the part number I need and cannot find it using the search field, what can I do?*

Answer: Please contact dl_service@solid-scape.com and our service team can help you find the required part

Question: *I see the part number I need, but I cannot add it to my cart. Is there something wrong?*

Answer: Please log out of the E-store, clear your browser's cache and cookies and re-order the needed items. If the item still cannot be selected after clearing the browser's cache please contact ordernotify@solid-scape.com for assistance.

Question: *I have a part number for an item that I would like to order, but cannot see it in the store?*

Answer: Please contact ordernotify@solid-scape.com and we can assist you in finding a resolution

Question: *I want to purchase a maintenance contract on my printer, who do I contact?*

Answer: You can contact our service team at dl_service@solid-scape.com for assistance on enrolling to a maintenance contract. Our service team is available Monday – Friday from 8am till 5pm Eastern Standard Time.

Question: *My credit card keeps getting declined when I pay for my order, but I know it is valid.*

Answer: The most common reason a credit card is declined is that the name or billing address entered does not exactly match with what your credit card company has on file. Please verify that the correct information has been entered. If you believe the correct information had been entered, but your credit card is still being declined, please contact ordernotify@solid-scape.com and we can assist you in finding a resolution.

Question: *I kept entering my credit card information because it was being declined, now my statement says I have been billed multiple times. Can I get a refund?*

Answer: Actually, your credit card has not been charged multiple times. Your credit card company has put a temporary authorization hold on your card for the value of your order. The temporary holds will drop off in a few days. If not, please contact ordernotify@solid-scape.com for assistance.

Question: *I need help from technical support on my printer or may need a replacement part.*

Answer: Please contact our support team at dl_service@solid-scape.com for assistance and support. Our service team is available Monday – Friday from 8am till 5pm Eastern Standard Time.

Question: I requested my order to be shipped overnight, but it did not arrive overnight?

Answer: Solidscape strives to process all orders as quickly as possible. Current terms and conditions do allow 1 to 3 business days for order processing. Once your order leaves our warehouse it will be with the method of shipping chosen.

Question: *Who should I contact if I have other questions?*

Answer: If you have a question on ordering or shipping please contact:

ordernotify@solid-scape.com

Phone: 603-429-9700 ex. 218 M-F 8am EST – 5pm EST

If you have a question on parts or service please contact:

service@solid-scape.com

Phone: 603-429-9700 ex. 215 M-F 8am EST – 5pm EST