



RG Jennings II <rohbjennings@gmail.com>

Re: [Glowforge] Re: My Glowforge is not cutting proofgrade acrylic thi...

1 message

R.G. Jennings II <rohbjennings@gmail.com>

Mon, Aug 17, 2020 at 7:19 AM

To: Glowforge <support+id230405@glowforge.zendesk.com>

This has been the most disappointing business experience. How is anyone supposed to build a business with a product that does not perform as advertised, has terrible response time and follow up by customer service and continuously out of supplies for customers to order? I have been trying to get this issue resolved since 9 August 2020 and here it is 17 August 2020 and still no resolution. Now I am being told that I can't get the tracking information until the broken unit is in transit? That is NOT what was stated by Pip on 14 August 2020, it was stated:

"After reviewing everything, I have to recommend that we ship you a new unit. It will be at our expense, it will be brand new, and it will be wonderful - unlike the disappointing experience you just had.

Normally we'd require that you either send the unit to us for investigation or place a hold on a credit card before shipping out a replacement. However, I've been given permission to make an exception for you and send out a replacement right away; as long as you return your original unit in a timely fashion, there's no charge for the new one. Here are the two things we need from you to ensure a quick replacement that won't cost you anything:"

Then I had to send an additional email to get the shipping labels after 2 days because someone else forgot to do their job, not sure who that is, but then I finally get a response back from you saying you can send info when the replacement ships? I am trying to coordinate the pick up at the same time but I guess no one read the email stating I am disabled and was trying to coordinate this so I did not have to figure out how to move this unit that does not work and return it to you. How long is this process going to take? This is starting to look like a big ass pyramid scheme! No one is answering questions or responding, I can't get my replacement unit information, I have to follow up at least twice at every step just to get a response back from customer service, you guys just took the money and ran on this one! Unbelievable! I wish I knew this customer service was so terrible before I laid out \$6K on a tool that I thought would help business instead I have lost business and customers because I simply have no answers to when I can provide them with their product.

On Sun, Aug 16, 2020 at 2:33 PM Kelsey M (Glowforge) <support@glowforge.zendesk.com> wrote:

Your request (230405) has been updated. To add additional comments, reply to this email.

**Kelsey M (Glowforge)**

Aug 16, 2020, 2:33 PM PDT

Hello Robert,

Thank you for your patience. I just realized that I didn't follow up with you here. I'm so sorry for my late reply.

My colleague Victoria placed the order for your replacement Glowforge on 8/14. It will arrive within ten days, although it's usually much faster. We'll send tracking information just as soon as your replacement ships. Logistics doesn't work on the weekends, so I expect you'll get your tracking information early this coming week.

We also recently sent you a message with instructions to pack up your Glowforge and

schedule delivery with FedEx Pick-Up Services:

Hi Robert,

I'm working on your new replacement, I'll get you a replacement Glowforge unit as quickly, the order has been submitted.

Your next steps:

- 1. Please package your Glowforge and Printer Head.*
 - Follow the [packaging instructions](#) carefully since incorrect packaging of the Glowforge will void the unit's warranty and make you responsible for repair costs.*
 - You will need the [original boxes and foam](#), and the [important orange and red bits](#). If they're missing, replacements are available at our [store](#).*
 - Keep your crumb tray, power cord, exhaust hose, lens tool, and Proofgrade materials.*
- 2. Please print the attached Return Materials Authorization Slip and place it inside your return package, on top of the grey foam (in case your mailing label gets damaged).*
- 3. Once it's packed, use the shipping label attached to return your unit. To make things easy, you can either drop off your unit at FedEx or schedule your unit to be picked up at your home via [FedEx Pick-up Services](#).*
- 4. We'll send tracking information for your replacement unit so that you can schedule your delivery through [FedEx Delivery Manager](#).*

Once again, I am sorry for the difficulty. Our goal is to have a Glowforge back to you as soon as possible.

Best,

Victoria

I hope this clears things up. Please let me know if you need further assistance. We're here to help!

Best,

Kelsey

- Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>



R.G. Jennings II

Aug 16, 2020, 9:10 AM PDT

Hello?

Where are the shipping labels that were supposed to be sent for the outgoing package? Where is the tracking information for the incoming package? What is going on over there?

Rohb

On Sun, Aug 16, 2020 at 6:43 AM R.G. Jennings II <rohbjennings@gmail.com> wrote:

Good morning is there a tracking number for this package? Is it coming via FedEx, USPS or UPS? Since I need to send my unit back I have packed it up and wanted to coordinate the delivery and drop off. I am a disabled Veteran with 2 bad knees and a bad back so if I can avoid the steps of me taking this thing anywhere else I would like too and I would like to make it easy on the driver(s) as well if possible. Thank you for your time, have a great day!

--
--



R.G. Jennings II

Aug 16, 2020, 6:44 AM PDT

Good morning is there a tracking number for this package? Is it coming via FedEx, USPS or UPS? Since I need to send my unit back I have packed it up and wanted to coordinate the delivery and drop off. I am a disabled Veteran with 2 bad knees and a bad back so if I can avoid the steps of me taking this thing anywhere else I would like too and I would like to make it easy on the driver(s) as well if possible. Thank you for your time, have a great day!

--



R.G. Jennings II

Aug 15, 2020, 11:41 AM PDT

Good afternoon! Thank you for your reply back to my questions and thank you for the gift card to replace some of these materials! Have a great day!

Rohb

--



Victoria P (Glowforge)

Aug 15, 2020, 10:24 AM PDT

Hi Robert,

Yes, I have double checked that you are receiving a brand new unit.

I have also sent you a \$50 gift card in a separate email (GC code: c6d85f2h2a635dee) to replace the materials you have used while troubleshooting the problem.

Have a good rest of your weekend,

Victoria

– Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>



R.G. Jennings II

Aug 14, 2020, 6:47 PM PDT

Seems logical to arrange FedEx pick up the old GF the same day they drop off the new GF, I will schedule accordingly once I have tracking information for the new unit. Please do not send me a refurbished unit the communication I had was for a new unit. If you plan to replace my unit with a refurbished unit I want a full refund I did not order a refurbished unit. I also would like to know what is going to be done about all the material wasted because the unit did not cut material as proven through the previous communications how will that be handled?

--



Victoria P (Glowforge)

Aug 14, 2020, 4:58 PM PDT

Hi Robert,

I'm working on your new replacement, I'll get you a replacement Glowforge unit as quickly, the order has been submitted.

Your next steps:

1. Please package your Glowforge and Printer Head.
 - Follow the [packaging instructions](#) carefully since incorrect packaging of the Glowforge will void the unit's warranty and make you responsible for repair costs.
 - You will need the [original boxes and foam](#), and the [important orange and red bits](#). If they're missing, replacements are available at our [store](#).
 - Keep your crumb tray, power cord, exhaust hose, lens tool, and Proofgrade materials.
2. Please print the attached Return Materials Authorization Slip and place it inside your return package, on top of the grey foam (in case your mailing label gets damaged).
3. Once it's packed, use the shipping label attached to return your unit. To make things easy, you can either drop off your unit at FedEx or schedule your unit to be picked up at your home via [FedEx Pick-up Services](#).
4. We'll send tracking information for your replacement unit so that you can schedule your delivery through [FedEx Delivery Manager](#).

Once again, I am sorry for the difficulty. Our goal is to have a Glowforge back to you as soon as possible.

Best,

Victoria

– Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>

Attachment(s)

[Robert_Jennings_II-Ship Label.pdf](#)

[Robert_Jennings_Insert.pdf](#)

R.G. Jennings II



Aug 14, 2020, 12:59 PM PDT

Yes please send immediately!

--



Pip (Glowforge)

Aug 14, 2020, 12:23 PM PDT

Hi Robert,

Thank you so much for the photos.

After reviewing everything, I have to recommend that we ship you a new unit. It will be at our expense, it will be brand new, and it will be wonderful – unlike the disappointing experience you just had.

Normally we'd require that you either send the unit to us for investigation or place a hold on a credit card before shipping out a replacement. However, I've been given permission to make an exception for you and send out a replacement right away; as long as you return your original unit in a timely fashion, there's no charge for the new one. Here are the two things we need from you to ensure a quick replacement that won't cost you anything:

1. Reply to this message to let us know that it's OK to proceed with a brand new unit as a warranty replacement for the damaged unit you're about to send us. (If your address has changed, please let us know your new address.)
2. We're about to email you a shipping label so it won't cost you anything to return your damaged unit. [Re-pack](#) your damaged unit in the original packaging and send it back to us. To make things easy, you can either drop off your unit at FedEx or schedule your unit to be picked up at your home via [FedEx Pick-up Delivery](#).

We'll reach out with tracking information for your new Glowforge unit as soon as it ships so that you can schedule your delivery through [FedEx Delivery Manager](#).

Our goal is to have a Glowforge unit back to you as soon as possible. We're here at support@glowforge.com any time you have a question. On behalf of the whole team, I'm so sorry for the problems.

Best,

Pip

- Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>



R.G. Jennings II

Aug 14, 2020, 11:40 AM PDT

[No content]

Attachment(s)

[Good Faith cut.jpg](#)

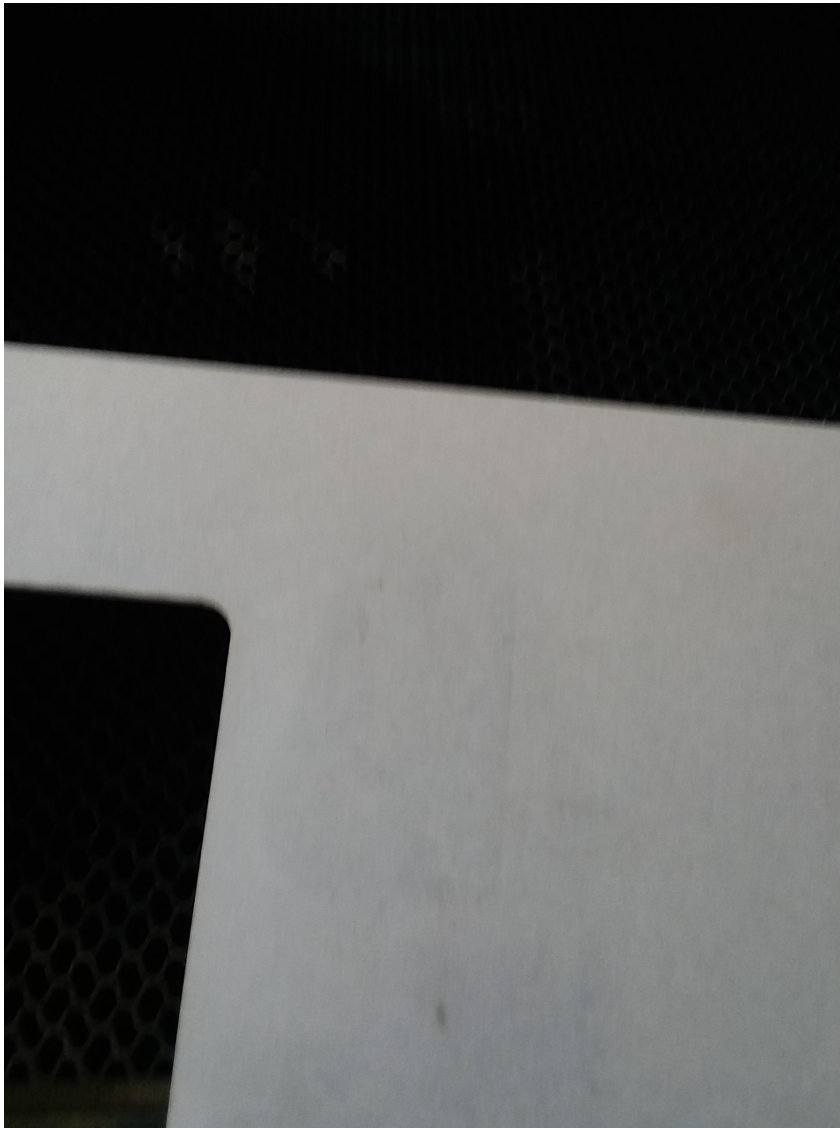
[Back of good faith cut.jpg](#)



R.G. Jennings II

Aug 14, 2020, 11:39 AM PDT





My apologies

--



Pip (Glowforge)

Aug 14, 2020, 11:26 AM PDT

Hi Robert,

Can you double check the permissions on the photos?

This is what I see from those links:



You need access

Ask for access, or switch to an account with access.

[Learn more](#)



Message (optional)

Request access

I'd be happy to take a look.

Best,

Pip

– Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>



Andy (Glowforge)

Aug 14, 2020, 11:22 AM PDT

Hi Robert –

I am sorry, I misread your email. When you asked about the 30-day return date, I understood you to be asking about a return. I am so sorry that that isn't the case.

I see that you were able to complete the Gift of Good Measure, it looks like the pictures didn't come through. Can you resend them?

Best,

Andy

– Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual

at <https://glowforge.com/manual>

**R.G. Jennings II**

Aug 14, 2020, 11:15 AM PDT

Can you please show me where I asked for a refund? What I want is this thing to work and for customer service to accept responsibility for poor response times and resolve my issue, NEVER asked for a refund

--

**Andy (Glowforge)**

Aug 14, 2020, 11:07 AM PDT

Hi Robert -

I apologize for the late email response. We are working to respond in a timely manner, but sometimes that means later than our business hours. I'm sorry that this email came late for you.

I am so sorry for the trouble so early in your purchase. I know you've only had a limited chance to use your Glowforge and have barely just scratched the surface of all the amazing things it can do. I do believe it is truly magic and can bring you so much joy. Your experience to date has not lived up to that promise.

Because you requested a return, I'll start there: We accept returns according to our [Terms of Purchase and Service](#) section 3.13. I've just reviewed our records for your Glowforge and, based on that information, your unit isn't eligible for return.

I really want to do what I can to make things better, even if that means we don't get to keep you as a customer. Given the unfortunate circumstances, I'm going to waive the fees for the return. You'll just be responsible for shipping.

If you'd prefer to stop here and return your unit for a full refund, you can. If that's what you'd like to do, I completely understand. That said, I'd rather make sure that you're able to enjoy owning a Glowforge and all of the amazing things you'll make with one. If you'd like, we would have you continue troubleshooting with our Technical Support team. Our team will do everything they can to get you up and printing.

Again, both personally and on behalf of the entire team, I'm very sorry. Just let us know how you'd like to proceed and we'll get started on next steps.

Best,

Andy

- Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>



R.G. Jennings II

Aug 14, 2020, 6:25 AM PDT

This process is garbage! You guys wait until 9 or 10 at night to finally respond back? This customer service process is HORRIBLE!

 [20200814_061837.jpg](#)

 [20200814_061845.jpg](#)

On Thu, Aug 13, 2020 at 9:48 PM R.G. Jennings II <rohbjennings@gmail.com> wrote:

You are the third customer service person to include the "senior" guy Andy so will you be able to respond in a timely manner?

--
--



R.G. Jennings II

Aug 13, 2020, 9:49 PM PDT

You are the third customer service person to include the "senior" guy Andy so will you be able to respond in a timely manner?

--



R.G. Jennings II

Aug 13, 2020, 9:48 PM PDT

Does anyone even read the problems? Sure I have some black proofgrade how many more time we going to do this I am already out of the 30 day return date thanks to these delays so can I anticipate this

is going to go on until the warranty expires?

--



Pip (Glowforge)

Aug 13, 2020, 9:27 PM PDT

Hi Robert,

My name is Pip and I'm one of the Senior Technical Support Engineers here at Glowforge.

I appreciate the feedback about your support experience, I've already shared it with the team. Feedback like yours helps us improve.

I'm so sorry you're having trouble with cut through.

I extracted the logs and reviewed the details of a couple of your prints from last night, and I had a couple thoughts and a couple questions.

Regarding Proofgrade Stock

I'm so sorry you couldn't find the material you are looking for, but unfortunately, we've run out. We miss it too!

I don't have any information about the restocking schedule, but you can keep an eye on store.glowforge.com for when it's back in stock.

You can even sign up to be notified by hitting the button:

Email Me When Available

If you can't wait, I believe [Inventables.com](https://www.inventables.com) might sell something similar to a couple different Proofgrade Materials that they list as laser compatible. We've found them to be a good supplier in the past, but always confirm with the supplier if a product is laser compatible, as we can't give authoritative advice for other companies' products.

Regarding Cut Through Trouble

I know we're out of stock of the Proofgrade you're looking for, but I'm curious if you have any scrap left that we could try some simple tests with?

All of our Proofgrade settings were developed for our Proofgrade material. Other materials work fine, but some adjustments to settings may be necessary. Similar products from different vendors can have very different settings, or even have variation in material thickness that needs to be taken into account and adjusted for.

I know it's frustrating that I can't support Non-Proofgrade materials, while also not having the Proofgrade material you want in stock. I know I'm frustrated about it.

But if you have just a couple pieces of Proofgrade scraps left, we should be able to run the test we need.

If you do have any small pieces left, are any of them big enough to fit a Gift of Good Measure?

I'd love to get a print of that on any kind of Proofgrade, and if it fails to cut through, photos of both sides of the print.

Let me know what you find out, and we'll determine next steps to get you taken care of.

Kind regards,

Pip

- Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>



R.G. Jennings II

Aug 12, 2020, 6:07 PM PDT

I am cleaning the lens in between cuts and this thing is back to not making complete cuts it was just making 5 days ago

--



R.G. Jennings II

Aug 12, 2020, 6:02 PM PDT

Good evening Andy!

I'm not sure frustration is exactly the correct word, disappointed would be more appropriate. I can respect the fact that you are training new personnel and if the two people I interacted on this issue are in training then their trainers need training. If a user/customer has sent an email even if it is the most basic issue it should not take GlowForge a day to respond especially in light of the fact the email responses are boilerplate answers. If you are going to send boilerplate answers that should free up more than enough time to troubleshoot issues. That being said maybe there is a bigger problem with the GlowForge itself based on the number of complaints on Instagram and Facebook pages but either way responses should not be quicker to get the money from customers for purchasing these units when the supply cannot keep up with the demand of the GlowForge itself let alone the GlowForge Proof grade materials that are always out of stock. So with supplies out of stock and GlowForge will not honor a warranty not using their unavailable stock are users/customers just supposed to sit and wait until GlowForge decides to supply their customers when it's convenient for GlowForge? Can you please help me understand the warranty and logic based on your answer and my personal history since 6 July 2020? You want users/customers to recommend these units let me ask you, how am I supposed to do that based on my personal experience with this customer service?

--



Andy (Glowforge)

Aug 12, 2020, 5:14 PM PDT

Hello Robert –

My name is Andy and I am a Senior Customer Success Specialist here at Glowforge. Marc asked me to take a look at your questions regarding our response times.

I just read through all of our communications with you, and we didn't communicate as clearly or rapidly as you deserve. I'm so sorry that we let you down. We are currently training new staff so that we can provide better support for you, and others, in the future.

Without having our customers go through the troubleshooting steps, we aren't able to help and diagnose the current issues. It can be tedious having to do each step, even if you have already done them. We just want to make sure we are giving you the best and most complete answers we can to get you up and printing as fast as possible.

Thanks for letting us know about your frustrations with our response times. We are working hard to provide better and more timely support.

If you have any other issues, let us know. We are here to help.

Best,

Andy

- Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>

**R.G. Jennings II**

Aug 12, 2020, 3:13 PM PDT

You guys were Johnnie on the spot when I was placing my order 3 emails in less than 24 hours but as soon as you get the money? That is a poor business practice

--

**R.G. Jennings II**

Aug 12, 2020, 3:12 PM PDT

It is printing and cutting now - do not understand why it takes customer service 3 days to get back to customers with this issue just to tell them to repeat steps that have already been taken. Absolutely horrible, 3 days to get that response back?

--

**R.G. Jennings II**

Aug 12, 2020, 3:10 PM PDT

Already did that so you guys want me to wait another 3 days for a response back to do the same thing?

--

**Marc (Glowforge)**

Aug 12, 2020, 3:08 PM PDT

Hello,

Thank you for updating us. Now that you've cleaned your Glowforge and the optical components, I'd like to create a baseline for your Glowforge, and have you perform a specific print on Proofgrade Draftboard. Could you please do the following?

1. Turn off your Glowforge, then turn it back on

2. We included an extra piece of Proofgrade Draftboard with your materials shipment for troubleshooting. Place Proofgrade Draftboard in the bed and load the Gift of Good Measure design.
3. Set the score and engrave steps to 'ignore.' Print the Gift of Good measure using the default settings. Allow the print to finish.
4. When the print finishes, leave the lid closed and wait until the fans stop and the picture of the bed updates.
5. Check the completed print:
 6.
 - If the Gift of Good Measure fails to cut, please let us know the date and time of the print
 - If the Gift of Good Measure cuts successfully, please try another print of the design you saw the issue with, and let us know the results.
 7. If the issue still occurs, please let us know the date and time of the finished print.

Once the print completes, please let us know how it goes.

Warm Regards,

Marc

– Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>



R.G. Jennings II

Aug 12, 2020, 2:46 PM PDT

No I have not even plugged it back in yet, I cleaned it and waiting for instructions

--



Chelsea B (Glowforge)

Aug 12, 2020, 2:41 PM PDT

Hello,

Thank you for letting me know. I apologize for the confusion. As you print, the smoke and fumes from cutting the material may build up on the optical surfaces. If you are having trouble with cutting through the material, cleaning the lens, windows, and mirror is the next recommended troubleshooting step.

Could you please let us know, did you run the test print after the lenses were cleaned?

Kind regards,

Chelsea B.

- Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>



R.G. Jennings II

Aug 12, 2020, 12:23 PM PDT

Can I use this thing or what is going on?

--



R.G. Jennings II

Aug 12, 2020, 11:06 AM PDT

I didn't actually take pics of the build up on the lenses (brain fart) but it was enough to notice and it was dusty like the build up of MDF on a pair of safety glasses. I cleaned it all, took pics and put back together then did more research looked at other post and pics and went back to look at my unit and did notice the line in the left washer - other than that and the information provided no additional inputs at this time unless you want me to take it back apart again. I believe the dust was a culmination of all the different materials I have used. While I have not printed for hours upon hours at a time, I do have several prints on many materials which may contribute to materials sticking to the lenses.

--



Chelsea B (Glowforge)

Aug 12, 2020, 10:58 AM PDT

Hi there,

Thank you for your reply. If there is build-up on the lenses, that can impact the ability

of your Glowforge to cleanly cut. I review the photos you sent and wasn't able to see the build-up.

Could you please send us an additional photo that shows the lenses?

In your reply, could you also send us more information about what else you noticed that might be broken?

I'll be happy to review the additional photos and advise the next steps.

Kind regards,

Chelsea B.

- Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>



R.G. Jennings II

Aug 12, 2020, 9:54 AM PDT

Here is something else I have noticed that may or may not be broken I am not sure.

RG

On Wed, Aug 12, 2020 at 6:15 AM R.G. Jennings II <rohbjennings@gmail.com> wrote:

Is someone going to respond or do I just have a \$6K paperweight?

--

--



R.G. Jennings II

Aug 12, 2020, 6:16 AM PDT

Is someone going to respond or do I just have a \$6K paperweight?

--



R.G. Jennings II

Aug 11, 2020, 1:51 PM PDT

Would dirty lenses cause the laser not to cut all the way through? 2 of the lenses had some buildup on them, the air assist fan wasn't bad and neither was the smaller fan. It looks like the buildup is from tile

dust and paint dust may have caused the buildup with dust from acrylic and wood. I have not ran my unit many hours but I have ran a lot of different materials

--



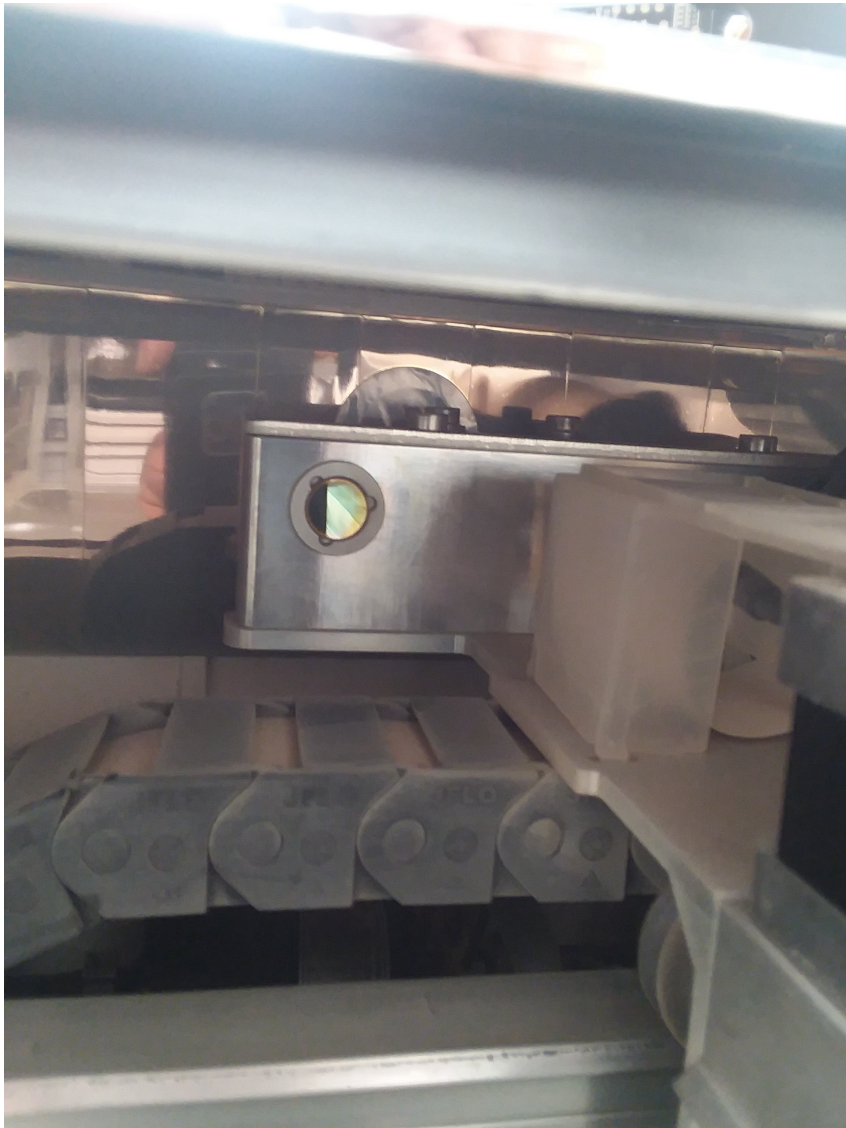
R.G. Jennings II

Aug 11, 2020, 9:25 AM PDT

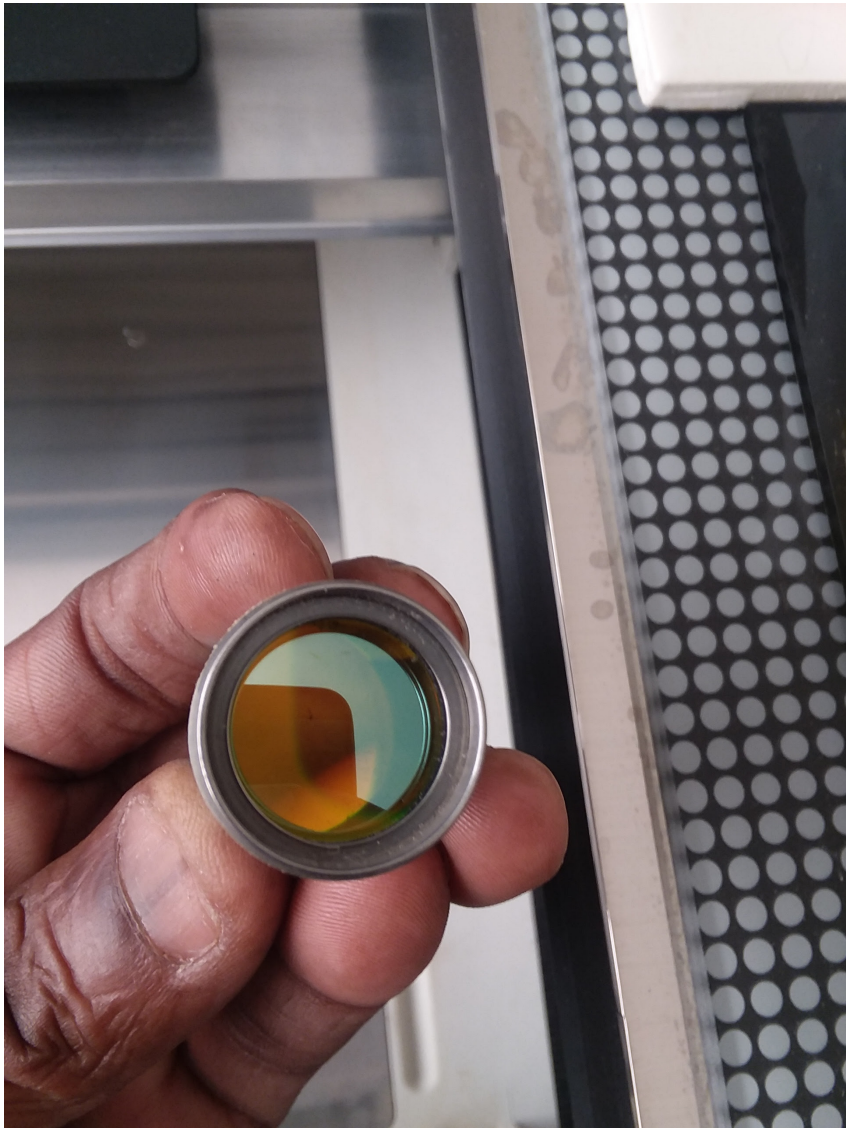
Good morning!

Here are the pictures - still not making full cuts











--



Marc (Glowforge)

Aug 10, 2020, 7:47 PM PDT

Hello,

I'm so sorry to hear that you're running into trouble. I've extracted the log files from your Glowforge to review your most recent prints, and compared it with the information you've provided.

I'd like to create a baseline for your Glowforge, and have you perform a specific print on Proofgrade Draftboard. Could you please do the following?

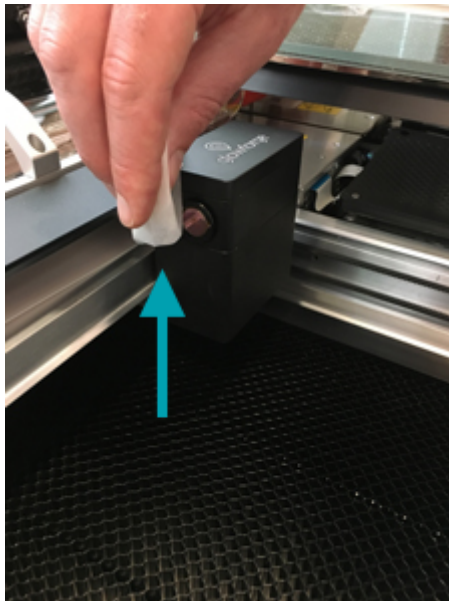
1. Turn off your Glowforge, then turn it back on

2. We included an extra piece of Proofgrade Draftboard with your materials shipment for troubleshooting. Place Proofgrade Draftboard in the bed and load the Gift of Good Measure design.
3. Set the score and engrave steps to 'ignore.' Print the Gift of Good measure using the default settings. Allow the print to finish.
4. When the print finishes, leave the lid closed and wait until the fans stop and the picture of the bed updates.
5. Check the completed print:
6.
 - If the Gift of Good Measure fails to cut, please let us know the date and time of the print
 - If the Gift of Good Measure cuts successfully, please try another print of the design you saw the issue with, and let us know the results.
7. If the issue still occurs, please let us know the date and time of the finished print.

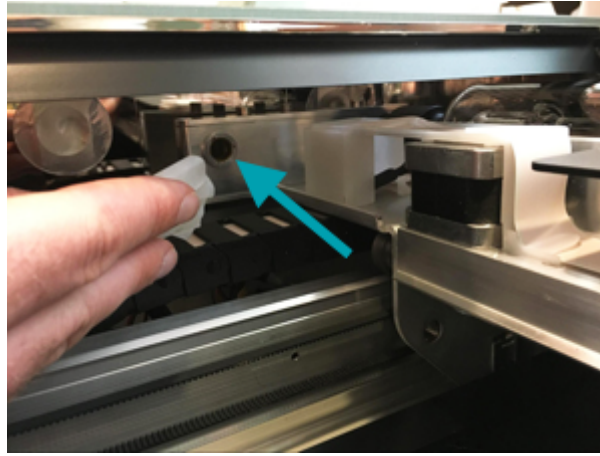
Also, I would like to check over just a few more things. Could you do the following for me?

Please send photos of all your cleaned optical components, with special attention to any damage you might find:

- Both windows
 - The printer head window, on the left hand side of the printer head



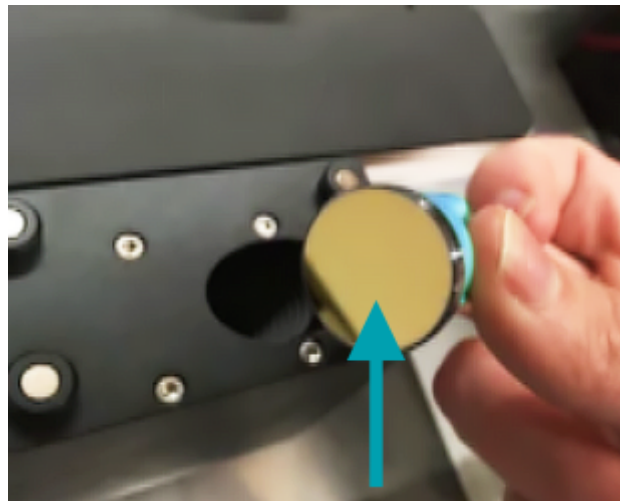
- The laser window on the inside left of the Glowforge



- The printer head lens
 - Both sides of the lens, top and bottom



- The mirror inside the printer head



- The bottom of the printer head



Once we have those pictures, and can review the log files from the print, we'll follow up with next steps.

Warm Regards,

Marc

– Any advice is not intended to replace or contradict the user manual. For safe operation of your Glowforge, always follow the instructions in the manual at <https://glowforge.com/manual>



R.G. Jennings II

Aug 9, 2020, 7:21 PM PDT

My Glowforge is not cutting proofgrade acrylic this machine is not even 2 months old. Been cutting just fine all day small cuts now its not cutting acrylic or MDF? Why?

Submitted from: <https://support.glowforge.com/hc/en-us>

This email is a service from Glowforge.

[V0GYX9-6306]

--
RG Jennings II, REALTOR®

United Realty Group
8330 W. Sahara
Las Vegas NV 89117
702.876.7777 (o)
702.449.9082 (c)



Each brokerage is independently owned and operated.
If you are currently working with a real estate professional this is not intended as a solicitation.

You cannot get back time, opportunity, or the words you speak . . .