

Cancel Pre-Order - Glowforge - 20170601

Thursday, June 1, 2017 6:20 AM

Cancel your Pre-Order

Even though you've waited this long, we understand you might not be able to see it through to the end. We're so very sorry that you don't have your Glowforge already, and it saddens us that we might not be able to ship one to you.

If you need a refund, you can start the process by clicking on the link at the bottom of the page. The cancellation process is permanent and irreversible, so we've provided information here to make sure you want to leave your place in line, forfeit your pre-order pricing, and give up your pre-order bonuses.

The Cancellation Process

Should you decide to wait, you will be notified when your Glowforge is ready to ship. At that point, you can read reviews and make the right decision about whether you'll have your Glowforge delivered. Then, you will either enter your shipping address and confirm delivery, or have the opportunity request a refund.

If you need to request an early cancellation now, though, click the "Proceed to Cancellation" button below. Once you do, our customer support team can cancel your forum account, vacate your place in line, and delete your order details. Your funds will be sent as soon as possible, arriving in up to 10 days.

You can wait

Cancellation is irreversible. We don't want you to be disappointed later. Please bear in mind that once you cancel, you can only obtain a Glowforge by re-ordering at whatever the future price is, and forfeiting your date of purchase, Founder status, discounts, and included extras.

You'll lose your place in line

We've now had more than 10,000 pre-orders, and we've made a commitment to ship Glowforge printers to all of our amazing pre-order customers before we make Glowforge available in retail. Re-order will be at the very back of the line, and will receive Glowforge deliveries much, much later.

You'll give up your special pre-order pricing

Here's what people who are ordering right now are paying for their Glowforge:

Glowforge Basic	Glowforge Basic + Air Filter	Glowforge Pro + Air Filter
\$2995	\$3745	\$5995

Of course, you probably paid much less. Early customers like you got your Glowforge at a sizable discount. Why? Because we want to thank you for your early support and enthusiasm about Glowforge, and show our appreciation for your patience as we work to make Glowforge the very best it can be. We raised prices twice after our initial crowdfunding, and can't guarantee that our current prices will continue. If you cancel now and then decide to re-order, you will likely pay more.

You'll give up your early purchase bonuses

You probably know that Glowforge has become a phenomenon. We're backordered for months, and more people are getting in line every day. Ultimately, this is because of you. You believed in us, you've waited for us, and that has made everything we've done possible. As a result, we've accumulated a huge list of rewards for you to show our appreciation for your support.

We'll have to cancel your \$150 Proofgrade material pack

We have an amazing package of materials that we're planning to send you, for free. It includes hardwoods, veneers, acrylic, leather, and more. We'd love for you to receive this with your Glowforge so you can get started right away.

We'll remove your \$50 Glowforge design store credit

We've allocated you a \$50 credit so you can purchase ready-to-print designs from our design store - projects like a leather shoulder bag, wooden tool carousel, paper art wall hanging, and more.

We'll return your code for \$50 of free materials from Inventables

We partnered with [Inventables](#) to provide you with a \$50 store credit that you can use for any product Inventables sells - we particularly love their staggering variety of laser-compatible acrylics.

You will not be eligible to receive the designs in the video

You may remember where it all started: [the video](#) with the giant globe, the antique map wallet, the gigantic dollhouse, and the ridiculous drone with dual counter-rotating rubberband gatling guns.

<https://www.youtube.com/watch?v=ysCagq38JVQ> Introducing Glowforge - The 3D Laser Printer

We've arranged for you to get these designs from this video above, for free, as they're published to the catalog.

You will stop receiving \$20 per month of store credit

We told you it would be arriving in December 2016 or March 2017 (depending on your order date). Because you've already waited a long time, and we had to ask you to keep waiting, your account is being credited with a gift certificate good for Proofgrade materials or designs in the store when we ship you your Glowforge. Your gift certificate total increases \$20 for every month you wait. If you cancel your credit will be erased.

Your referral payment, and the payments of anyone who referred you, will be cancelled

Each time you refer someone else who buys a Glowforge, you get another \$100 added to the total referral payment you'll get when your order ships. Cancellation will permanently delete any and all referral payment. If you purchased with a friend's referral code, you lose that discount and their referral payment is deleted as well when you cancel.

You'll miss out on the other preorder benefits

- You will receive **Glowforge Founder status**.
- You'll get a **10% discount on all of your Proofgrade™ material orders** through 2017.
- You'll get a **10% discount when purchasing from our design catalog** through 2017.

You won't be able to take advantage of your extra long warranty

As you may know, the Glowforge Basic came with a 6 month warranty, and the Glowforge Pro came with a 12 month warranty. We **added six months to your warranty**. The Glowforge Basic will be covered for 12 months, and the Glowforge Pro will be covered for 18 months. And of course, the warranty clock doesn't even start ticking until we ship your final, production Glowforge.

You will not, however, need to return the book we sent as our gift to you.

If you do cancel, no need to return the book we gave you as a holiday gift. That is yours to keep. If for some reason you didn't get your book, [let us know](#) and we'll get it to you immediately!

Manufacturing is in process

Although it's taken us a long time to get here, the process of delivering your Glowforge is almost done. It's been more than a year since our crowdfunding campaign and factory production of Glowforge printers has begun with the Fortune Global 500 manufacturer, [Flex](#). Orders are rolling off the line from their California factory, and yours is coming soon.

Customers love their Glowforge

Beta testers are delighted with their Glowforge. [You can see some of what they've done with it already](#).

Your funds have been kept safe

Glowforge has been fully funded with more than \$31,000,000 of investors' money to ensure that we get all the way to manufacturing your Glowforge before doing anything with the money you entrusted to us. That ensures you'll always be able to request a refund, up until the day your Glowforge is ready and you confirm that you want it delivered.

It might be helpful to read what the technology press expects from Glowforge.



["When 3-D Printing Won't Do, This At-Home Laser Cutter Will"](#)



["Professional laser cutters can retail for tens of thousands of dollars and are usually used on a rental basis."](#)



["The Next Wave in Computer-Aided Creativity"](#)

Also:

- A writer from **Xconomy**, who claims he's "not typically an early adopter," explains [what convinced him to pre-order a Glowforge himself](#).
- The [Wall Street Journal](#) reported on our launch.
- [Make Magazine reported in detail](#) about their experience with the Glowforge.
- **Fortune** said Glowforge is "[one of the most interesting](#) pick-and-shovel businesses in what is popularly known as the maker movement"
- **Inc. Magazine** named us one of the 7 [most innovative](#) startups in Seattle

And if you think people only say nice things about us, well – you can read about the time that half of our company got [trapped in an elevator for an hour](#).

If you're still not certain, see what reviewer Adam Savage of Tested.com says about his Glowforge

Reviewer [Adam Savage of Tested.com spent his first week with his Glowforge](#) and made this video. You can see what he thought:



Proceed to cancellation <https://glowforge.com/cancel-form/>
[I still want my Glowforge. Return home](#)

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