

Instructions to Radial clients on modifying Email Templates

1. This document will capture all of the static text within the transactional emails.

A transactional email is a communication to the customer when a given event is triggered. For example, when a customer submits an order (event), an order confirmation email is sent automatically from the transactional email vendor.

2. Slide number two provides a descriptive key for all of the major elements of transactional emails.
3. Please complete all text boxes on each slide accordingly. If the default text will suffice, please write “no changes made.”
4. Images and footer banner ultimately will be provided by the client however this document will only capture text and formatting.

LOGO4AREA

Navi4ation

2 Dear First Name (Last Name)3

Your order has been confirmed.

2 Thank you for shopping at Client Domain1
We received your order on 08/13/10.

Order Number: 0123456799 3

PRODUCT DESCRIPTION	ARRIVAL	PRICE	
(Item Name) Item#: (Item Number) Size: (Size) Color: (Color) Quantity: (Quantity) Shipping via: (Shipping method)	Est. Delivery Date: You can expect to receive your items between 08/13/10 and 08/18/10	(Price)	Ship to: (First name) (Last name) (Address) (City), (State) (Zip code)

3

Cost Summary

Subtotal:	\$(Subtotal)	Bill to:
Shipping:	\$(Shipping)	(First name) (Last name)
Tax:	\$(Tax)	(Address) (City), (State) (Zip code)

[View My Order Status](#)

If you paid with a credit card, you will not be charged for an item until it has shipped. If you paid with a debit card or a check card, the money will be deducted when you place the order.

2 We will e-mail you a tracking number when your order has shipped.

If you have questions about your order, please visit the (Partner Help Desk)3 page of our website.

Thanks again for shopping at (Client domain)1

2 Best regards,
Customer Service (Client Domain)1

FOOTER5BANNER

Client-specific legal info....

4

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail.
Please do not respond to this message.

1

Items highlighted in blue are driven by the client specific configuration. Please fill out the URL Mapping Table in this document.

2

Items highlighted in red colored boxes contain editable text. Be sure to update text and format in the respective boxes for each slot. If the client prefers the existing text, state "no changes made" in the corresponding text box.

3

Text highlighted in green is populated by order data and cannot be changed. Please note, the positions of order data elements cannot be changed in the template.

4

Items highlighted in purple are static template images. The images will be provided by the client. They are static elements and will appear on every transactional email. Please note the dimensions of the slots are recommended based on best design practices. If client chooses to use larger images, Radial will review and advise.

5

Items highlighted in yellow can contain a promotional banner to be provided by the client.

URL Mapping Table

- **Client Domain URL**

Insert Text Here

Insert Text Here

- **Help Desk URL**

Insert Text Here

Insert Text Here

- **Return Policy URL**

Insert Text Here

Insert Text Here

- **Additional**

Insert Text Here

Insert Text Here

- **Additional**

Insert Text Here

Insert Text Here

Order Confirmation Message

Having trouble reading this email? [View it in your browser.](#)

LOGO AREA

Navigation

1 Dear (First Name) (Last Name),

2 Your order has been confirmed.

Thank you for shopping at (Client Domain).
We received your order on Aug 08, 2010.

Order Number:
0123456799

PRODUCT DESCRIPTION	ARRIVAL	PRICE	
(Item Name) Item#: (Item Number) Size: (Size) Color: (Color) Quantity: (Quantity) Shipping via: (Shipping method)	Est. Delivery Date: You can expect to receive your items between 08/13/10 and 08/18/10	(Price)	Ship to: (First name) (Last name) (Address) (City), (State) (Zip code)

Cost Summary

Subtotal:	\$(Subtotal)	Bill to:
Shipping:	\$(Shipping)	(First name) (Last name)
Tax:	\$(Tax)	(Address) (City), (State) (Zip code)

3 [View My Order Status](#)

If you paid with a credit card, you will not be charged for an item until it has shipped. If you paid with a debit card or a check card, the money will be deducted when you place the order.

We will e-mail you a tracking number when your order has shipped.

If you have questions about your order, please visit the (Partner Help Desk) area of our website.

Thanks again for shopping at (Client domain).

5 Best regards,
Customer Service | (Client Domain)

FOOTER BANNER

Client-specific legal info....

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail.
Please do not respond to this message.

Dear Lisa Gibson

Your order has been confirmed.

Thank you for shopping at Webstore.com.
We received your order on Aug 16, 2014

[View My Order Status](#)

If you paid with a credit card, you will not be charged for an item until it has shipped.
If you paid with a debit card or a check card, the money will be deducted when you place the order.

We will e-mail you a tracking number when your order has shipped.

If you have questions about your order, please visit the Customer Service area of our website or call our Customer Service department at 800-234-5678.

Thanks again for shopping at
Webstore.com.

Best Regards,
Customer Service | Webstore.com

Shipping Confirm

Having trouble reading this email? [View it in your browser.](#)

LOGO AREA

Navigation

1 Dear (First Name) (Last Name),

2 Your shipment from NFLShop.com is on its way.

If there are items from your order that are not listed below, you will receive an e-mail notification of the shipment when it occurs. Your credit card has now been charged for the item(s) that have shipped, plus any applicable sales tax. If you elected to pay with a debit/check card, your statement may already reflect the charge for this order.

Order Number:
0123456799

PRODUCT DESCRIPTION	PRICE	
(Item Name) Item#: (Item Number) Size: (Size) Color: (Color) Quantity: (Quantity) Shipping via: (Shipping method)	(Price)	Shipped to: (First name) (Last name) (Address) (City), (State) (Zip code)

Cost Summary

Subtotal: \$(Subtotal)
Shipping: \$(Shipping)
Tax: \$(Tax)

Bill to:
(First name) (Last name)
(Address)
(City), (State)
(Zip code)

Gift Card: *****9384 \$(Gift Card)

Total Charged to Visa Card *****0709 \$(Total)

Shipping Method: FedEx Ground
Tracking Number: 450111511810

3 View My Order Status

If you paid with a credit card, it has now been charged for the item or items that shipped. If you paid with a debit or check card, your statement may already show the full charge for this order.

Please retain a copy of this e-mail for your records.

4

If you have questions about your order, please visit the [\(Partner Help Desk\)](#) area of our website.

Thanks again for shopping at [\(Client domain\)](#).

5 Best regards,
Customer Service | [\(Client Domain\)](#)

FOOTER BANNER

Client-specific legal info...

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail. Please do not respond to this message.

Dear Steven Keep

Your shipment from Webstore.com is on its way!

Your credit card has been billed for the items that have shipped, plus any applicable sales tax and shipping costs (your order number is below). If there are items from your order that are not listed below, you will receive an email notification of the shipment when it occurs. Please note, if you paid with a debit or check card, your statement may already reflect the charge for this order.

Track My Order

If you paid with a credit card, it has now been charged for the item or items that shipped. If you paid with a debit or check card, your statement may already show the full charge for this order.

Please retain a copy of this e-mail for your records.

For more information about our shipping process please visit the Customer Service area of our website. If you have questions about your order, please email our Customer Service department at Customerservice@Webstore.com or call 800-234-5678

<http://link.webstore.com/r/ZGXVQ65/OFK2F/EEY3/BMNUR4/EX4Z2/T1/t?a=http://help.webstore.com/contact-us/&b=251514354&c=94450&d=472691410>

Thanks again for shopping at Webstore.com.

Best Regards,
Customer Service | Webstore.com

Order Cancel Event – Fraud

Having trouble reading this email? [View it in your browser.](#)

LOGO AREA

Navigation

1 Dear (First Name) (Last Name),

2 **Your order has been cancelled.**
We regret to inform you that your recent (Client Domain) order has been cancelled.
We sincerely apologize for this inconvenience.

Your satisfaction is very important to us. If you have any questions about your order, call our Customer Service department at (Phone). **3**
We appreciate your business and apologize for any inconvenience this may have caused.

4 **Best regards,**
Customer Service | (Client Domain)

FOOTER BANNER

Client-specific legal info....

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail.
Please do not respond to this message.

Dear GREGORY UNGER

Your order has been cancelled.
We regret to inform you that your recent Webstore.com order has been cancelled.
We sincerely apologize for this inconvenience.

Your satisfaction is very important to us. If you have any questions about your order, call our Customer Service department at 800-234-5678.

We appreciate your business and apologize for any inconvenience this may have caused

Best Regards,
Customer Service | Webstore.com

Order Cancel Event – Inventory Discrep

Having trouble reading this email? [View it in your browser.](#)

LOGO AREA

Navigation

1 Dear (First Name) (Last Name),

Your item(s)/order has been cancelled.

2 Due to availability, we were unable to complete a portion or all of your order. We apologize for any inconvenience.

The following item(s) have been cancelled:

PRODUCT DESCRIPTION	PRICE
(Item Name) Item#: (Item Number) Size: (Size) Color: (Color) Quantity: (Quantity)	(Price)

View My Order Status 3

You were not charged for this order; however, if payment was made with a debit/check card, your statement may reflect the charges. Funds will be returned by your financial institution. If you have any issues, please contact your bank. If you used a Gift Card to pay for your order, you will receive a new Gift Card in the mail within 10 business days. If you used an Online Gift Certificate, you will receive an email containing a new code within 10 business days.

If you have questions about your order, please visit the [\(Partner Help Desk\)](#) area of our website or call our Customer Service department at (Phone number).

Best regards, 4
Customer Service (Client Domain)

FOOTER BANNER

Client-specific legal info....

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail.
Please do not respond to this message.

Dear manazir hasan

Your item(s)/order has been cancelled. Due to availability, we were unable to complete a portion or all of your order. We apologize for any inconvenience.

The following item(s) have been cancelled

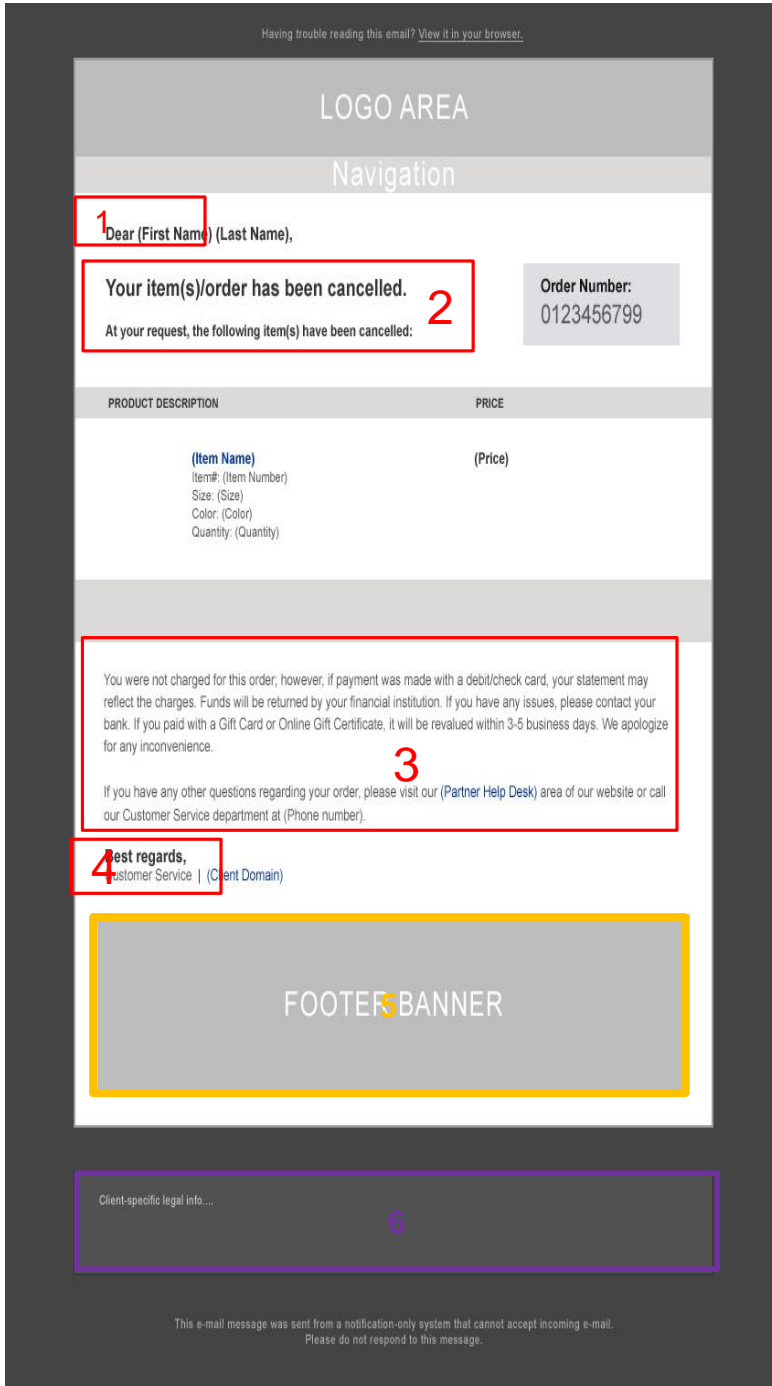
[View My Order Status](#)

You were not charged for this order; however, if payment was made with a debit/check card, your statement may reflect the charges. Funds will be returned by your financial institution. If you have any issues, please contact your bank. If you paid with a Gift Card or Online Gift Certificate, it will be revalued within 3-5 business days.

If you have questions about your order, please visit the Customer Service or call our Customer Service department at 800-234-5678.

Best Regards,
Customer Service | Webstore.com

Order Cancel Event – Customer Initiated



Dear John

Your Item/Order Has been Cancelled.
At your request the following Items have been cancelled.

You were not charged for this order; however, if payment was made with a debit/check card, your statement may reflect the charges. Funds will be returned by your financial institution. If you have any issues, please contact your bank. If you paid with a Gift Card or Online Gift Certificate, it will be revalued within 3-5 business days.

If you have questions about your order, please visit the Customer Service or call our Customer Service department at 800-234-5678

Best Regards,
Customer Service | Webstore.com

- Editable text
- Fill out the URL Mapping Table
- Promotional banner goes here
- Populated by order data. Cannot be changed.
- Static template images go here.

Order Cancelled Generic

Having trouble reading this email? [View it in your browser.](#)

LOGO AREA

Navigation

1 Dear (First Name) (Last Name),

Your order has been cancelled.

We regret to inform you that your recent (Client Domain) order has been cancelled. We sincerely apologize for this inconvenience.

2 Your satisfaction is very important to us. If you have any questions about your order, call our Customer Service department at (Client Phone).

We appreciate your business and apologize for any inconvenience this may have caused.

Best regards,
Customer Service | (Client Domain) **3**

FOOTER BANNER

Client-specific legal info....

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail. Please do not respond to this message.

Dear GREGORY UNGER

Your order has been cancelled. We regret to inform you that your recent Webstore.com order has been cancelled. We sincerely apologize for this inconvenience.

Your satisfaction is very important to us. If you have any questions about your order, call our Customer Service department at 800-234-5678.

We appreciate your business and apologize for any inconvenience this may have caused.

Best Regards,
Customer Service | Webstore.com

Order Cancel Event – Credit Failure

Having trouble reading this email? [View it in your browser.](#)

LOGO AREA

Navigation

1
Dear (First Name) (Last Name),

Your item(s)/order has been cancelled.

Unfortunately, we could not process the payment information received with your order, therefore it has been cancelled. Previous attempts to make contact via e-mail were unsuccessful. We apologize for any inconvenience.

The following item(s) have been cancelled: **2**

Order Number:
0123456799

PRODUCT DESCRIPTION	PRICE
(Item Name) Item#: (Item Number) Size: (Size) Color: (Color) Quantity: (Quantity)	(Price)

You were not charged for unshipped items; however, if payment was made with a debit/check card, your statement may reflect the charges. Funds will be returned by your financial institution. If you have any issues, please contact your bank. If you paid with a Gift Card or Online Gift Certificate, it will be revalued within 3-5 business days.

If you have any other questions regarding your order, please visit our [\(Partner Help Desk\)](#) area of our website or call our Customer Service department at (Phone number). **3**

Best regards,
Customer Service | [\(Client Domain\)](#) **4**

FOOTER BANNER

Client-specific legal info ...

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail.
Please do not respond to this message.

[Store Locator](#) [Customer Service](#) [Privacy Policy](#)

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail.
Please do not respond to this message.

Dear GREGORY UNGER

Your order has been cancelled. Unfortunately, we could not process the payment information received with your order, therefore it has been cancelled. Previous attempts to make contact via e-mail were unsuccessful. We apologize for any inconvenience. The following item(s) have been cancelled:

You were not charged for unshipped items; however, if payment was made with a debit/check card, your statement may reflect the charges. Funds will be returned by your financial institution. If you have any issues, please contact your bank. If you paid with a Gift Card or Online Gift Certificate, it will be revalued within 3-5 business days.

If you have questions about your order, please visit the Customer Service area of our website or call our Customer Service department at 800-234-5678.

Best Regards,
Customer Service | [Webstore.com](#)

Order Cancel Event – Invalid Billing Address

Having trouble reading this email? [View it in your browser.](#)

LOGO AREA

Navigation

1 Dear First Name) (Last Name),

Your order was suspended.

2 Your order is currently suspended due to difficulties verifying your billing address. We apologize for any inconvenience.

You provided us with the following information:

Order Number:
0123456799

Billing Information

Name: (Name)
Billing Address: (Billing Address)
Credit Card Ending In: (XXXX)
Exp. Date: (Exp. Date)

If the above is correct, please contact your credit institution or bank to verify the information you submitted to us is identical to the information they have on record.

You will receive a confirmation e-mail once your order is processed. 3 you do not receive confirmation within 48 hours of receiving this e-mail, your order will be cancelled.

If you have questions about your order, please visit the [\(Partner Help Desk\)](#) area of our website or call our Customer Service department at (Phone number).

Best regards,
Customer Service | 4 Client Domain)

FOOTER BANNER

Client-specific legal info....

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail. Please do not respond to this message.

Dear GREGORY UNGER

Your order was suspended. Your order is currently suspended due to difficulties verifying your billing address. We apologize for any inconvenience.

You provided us with the following information:

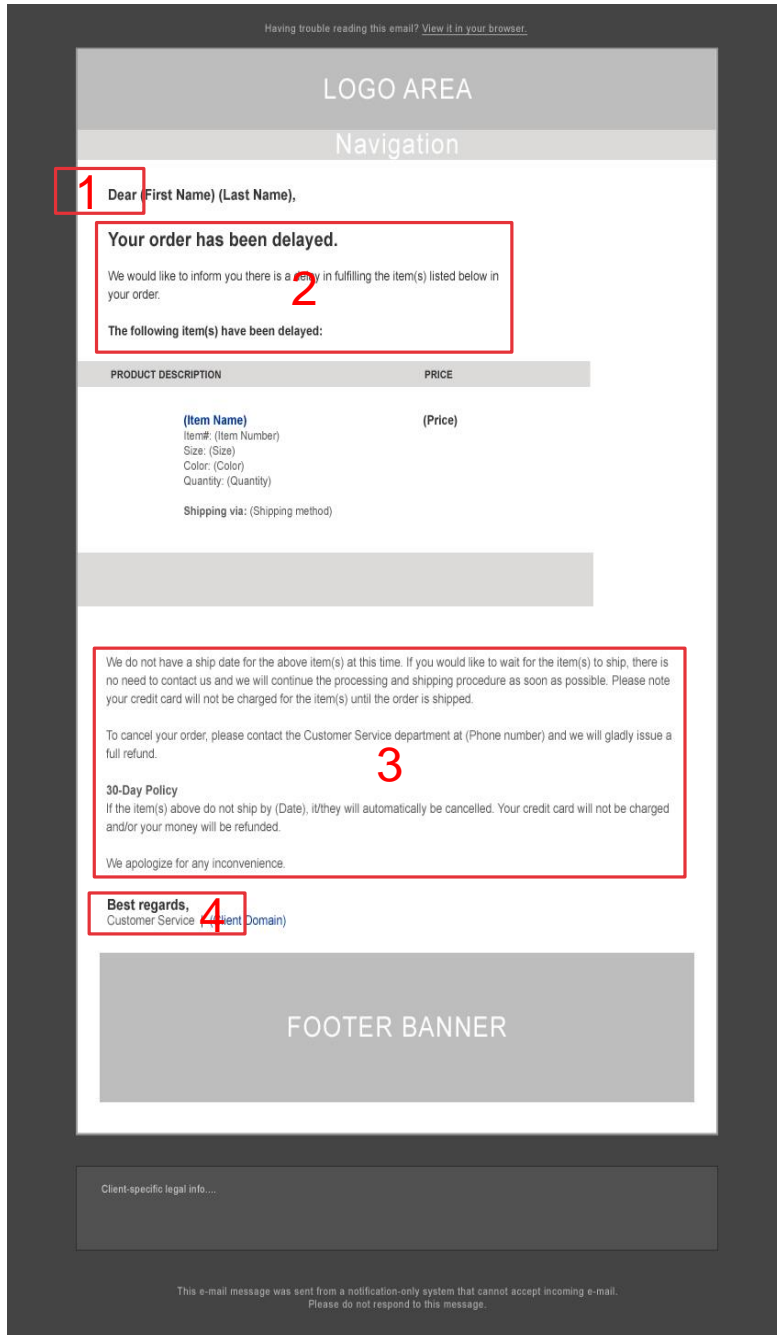
If the above is correct, please contact your credit institution or bank to verify the information you submitted to us is identical to the information they have on record.

You will receive a confirmation e-mail once your order is processed. If you do not receive confirmation within 48 hours of receiving this e-mail, your order will be cancelled.

If you have questions about your order, please visit the Customer Service area of our website or call our Customer Service department at 800-234-5678.

Best Regards,
Customer Service | Webstore.com

FTC Order Delay Message



Dear Greg Test

Your order has been delayed.
We would like to inform you there is a delay in fulfilling the item(s) listed below in your order.

The following item(s) have been delayed:

We do not have a ship date for the above item(s) at this time. If you would like to wait for the item(s) to ship, there is no need to contact us and we will continue the processing and shipping procedure as soon as possible. Please note your credit card will not be charged for the item(s) until the order is shipped.

To cancel your order, please contact the Customer Service department at 800-234-5678 and we will gladly issue a full refund.

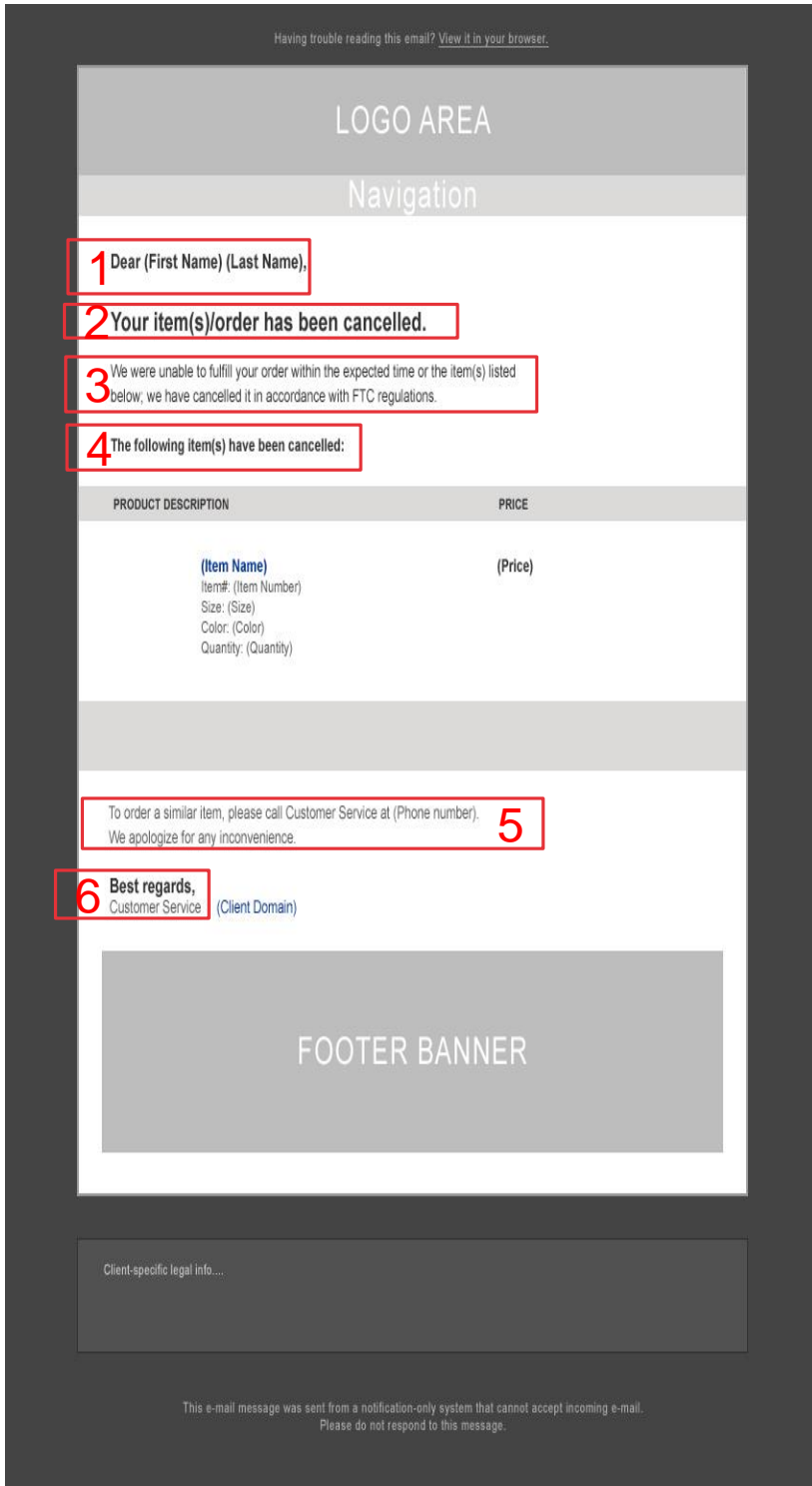
30-Day Policy

If the item(s) above do not ship by 2010-05-31, it/they will automatically be cancelled. Your credit card will not be charged and/or your money will be refunded.

We apologize for any inconvenience.

Best Regards,
Customer Service | Webstore.com

FTC Initiated Cancellation Message



Dear Greg Test

Your item(s)/order will be cancelled

We were unable to fulfill your order within the expected time or the item(s) listed below; we have attempted to cancel it in accordance with FTC regulations.

The following item(s) will be cancelled:

A cancellation notice e-mail will be sent upon successful completion. You'll either be issued a full refund or you will not be charged for the item(s). To order a similar item, please call Customer Service at 800-234-5678.

If the item(s) have processed, you'll receive a shipping confirmation e-mail and get the item(s) later than expected. If you wish to make a return upon receipt, simply call Customer Service at 800-234-5678 and we'll provide you with a free return label.

Please note your credit card will not be charged until the item(s) have shipped.

We apologize for any inconvenience

Best Regards,
Customer Service | Webstore.com

Return Credit Issued - Return

Having trouble reading this email? [View it in your browser.](#)

LOGO AREA

Navigation

1 Dear (First Name) (Last Name),

Your return has been processed.

Thank you for shopping at (Client domain).

2 We have processed your return for the following items:

Reference Number:
0123456799

PRODUCT DESCRIPTION	PRICE	ORDER NUMBER
(Item Name) Item#: (Item Number) Size: (Size) Color: (Color) Quantity: (Quantity) Shipping via: (Shipping method)	(Price)	(Order number)

Cost Summary

Subtotal	\$(Subtotal)
Shipping Deduction	-\$ (Shipping)
Total Credit to Visa Card *****0709	\$(Total)

3 The Total Credit listed above may take several business days to process. You will receive another email once the Credit has been issued.

If you have questions regarding your order, please visit the (Partner Help Desk) area.

4 Best regards,
Customer Service (Client Domain)

FOOTER BANNER

Client-specific legal info...

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail.
Please do not respond to this message.

Dear John Doe

Thank you for returning the item(s) listed below.

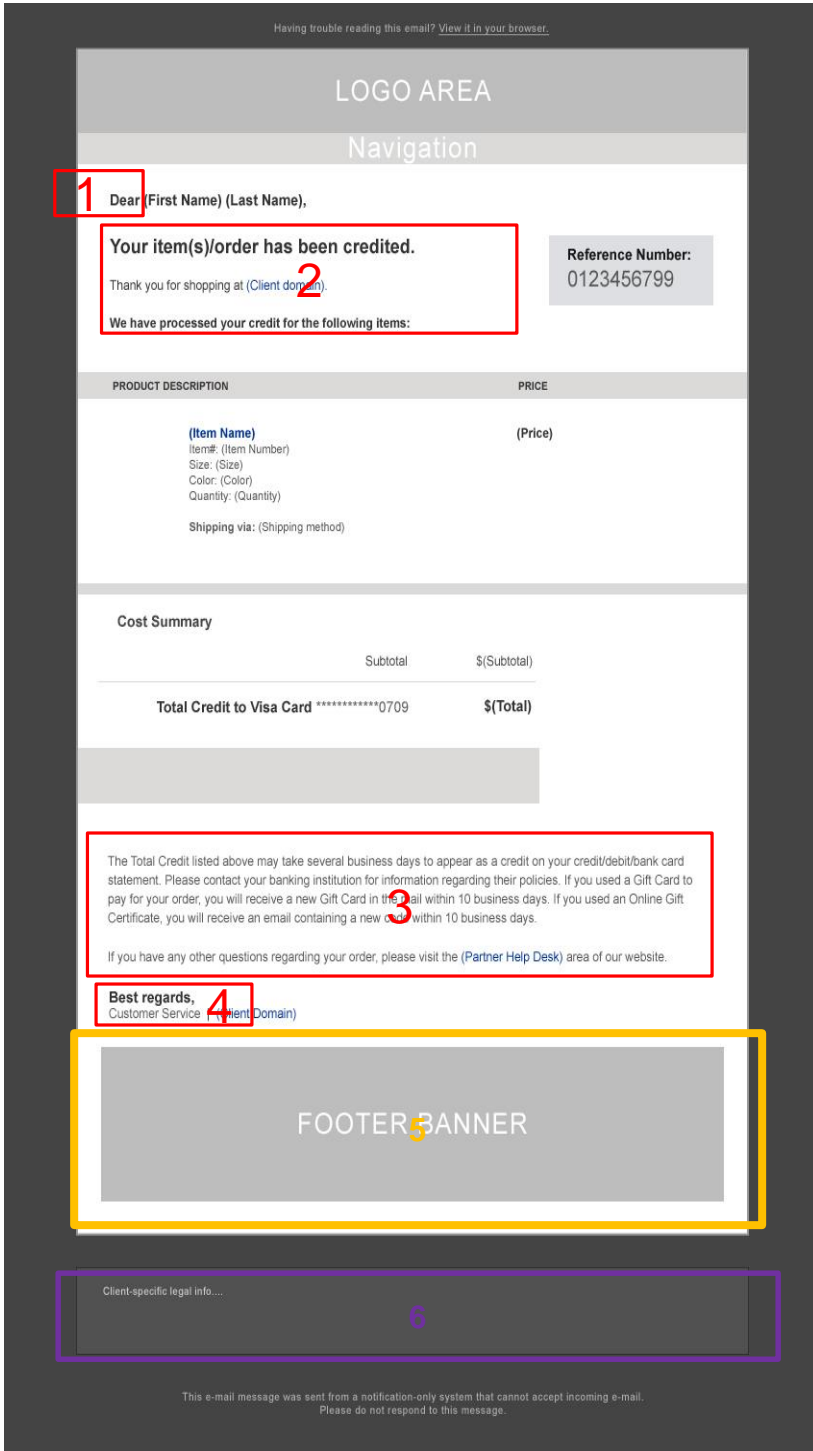
This email serves as confirmation that we have successfully processed your return. No further action is needed.

We hope you are completely satisfied with your replacement product(s)!

Thank you for shopping at Webstore.com

Best Regards,
Customer Service | Webstore.com

Return Credit Issued - Credit



Dear Jen

We have processed your credit for following items:

Funds will be returned by your financial institution. If you have any issues, please contact your bank. If you paid with a Gift Card or Online Gift Certificate, it will be revalued within 3-5 business days.

If you have questions about your order, please visit the Customer Service or call our Customer Service department at 800-234-5678

Best Regards,
Customer Service | Webstore.com

Back in Stock Notification

LOGO AREA

Navigation

Dear (First Name) (Last Name),

Thank you for shopping at (Client domain). This email is a confirmation that we have received your request to be notified when the following item is back in stock.

Notification Request Date: (Date)

PRODUCT DESCRIPTION	PRICE
(Item Name) Item#: (Item Number) Size: (Size) Color: (Color) Quantity: (Quantity) Shipping via: (Shipping method)	(Price)



Zero Cost Reship – Order Cancelled

Having trouble reading this email? [View it in your browser.](#)

LOGO AREA

Navigation

1 Dear (First Name) (Last Name),

2 Your item(s)/order has been cancelled.

Your replacement order contained the following item(s):

Order Number:
0123456799

PRODUCT DESCRIPTION

PRICE

(Item Name)

(Price)

Item#: (Item Number)
Size: (Size)
Color: (Color)
Quantity: (Quantity)

3 Please note that if your item is NOT REQUIRED to be returned, you will receive a credit equal to the amount originally paid for the item(s), including shipping.

If your original item REQUIRED a RETURN, you can use the return label to ship the unsatisfactory item back to us for a full refund. Please note that returns must be made and received within the specified amount of time to avoid a recharge of the item. Please visit our website for instructions on how to print a return label. If you need assistance with your return, please call our Customer Service team at (Phone Number) or e-mail us at (email address).

Thank you for shopping at (Client Domain).

4 Best regards,

Customer Service | (Client Domain)

FOOTER BANNER

Client-specific legal info....

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail.
Please do not respond to this message.

1

2

3

4

Your replacement order has been cancelled.

Your replacement order contained the following item(s):

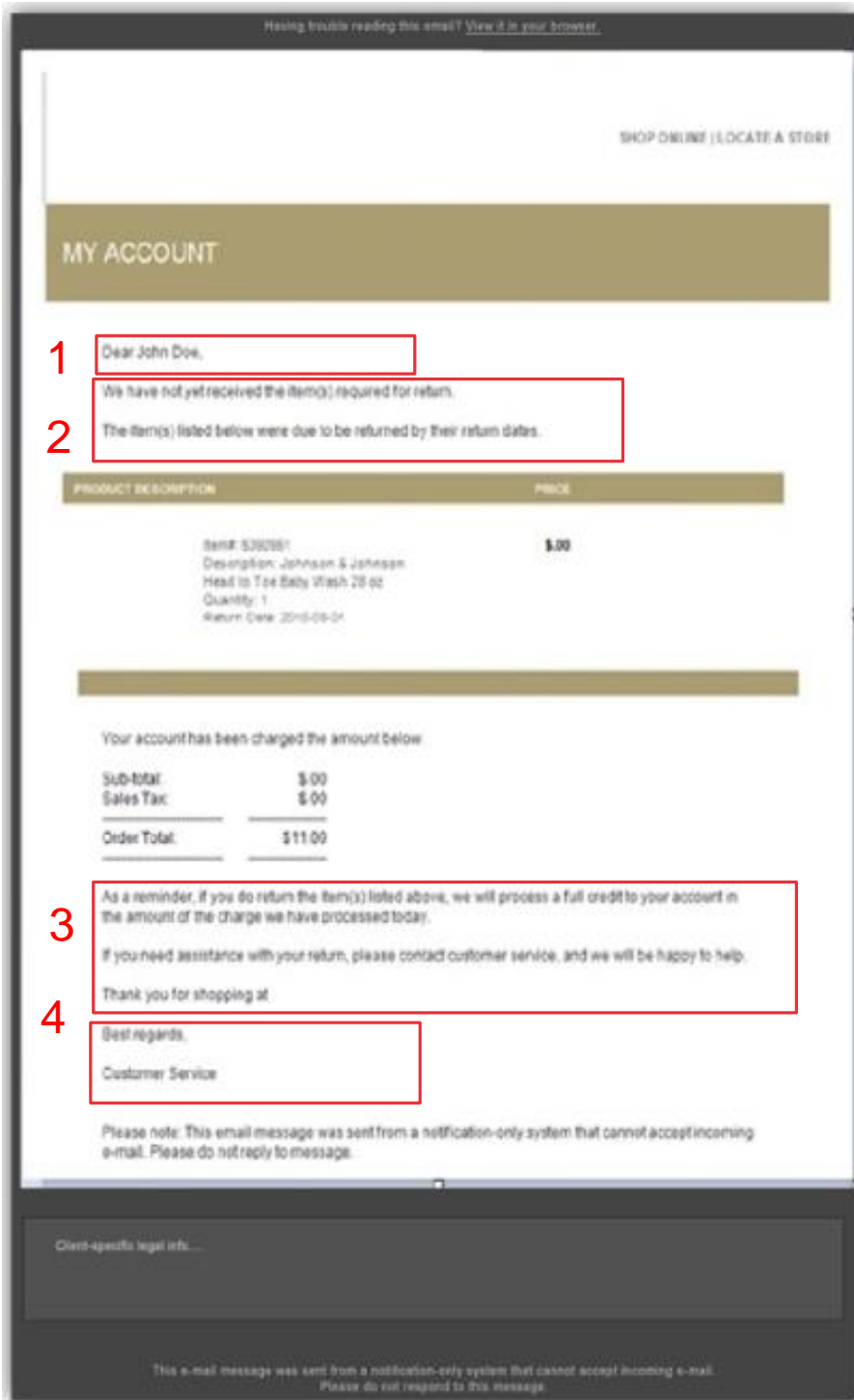
Please note that if your item is NOT REQUIRED to be returned, you will receive a credit equal to the amount originally paid for the item, including tax and shipping.

If your original item REQUIRED a RETURN, please use the return label provided to ship the unsatisfactory item back to us for a full refund.

Questions? Call us! 1-800-234-5678

Best,
Customer Service
[Webstore.com](#)

Zero Cost Reship – Charge



1

2

We wanted to let you know that the following item(s) passed their return due date and were charged to your account.

3

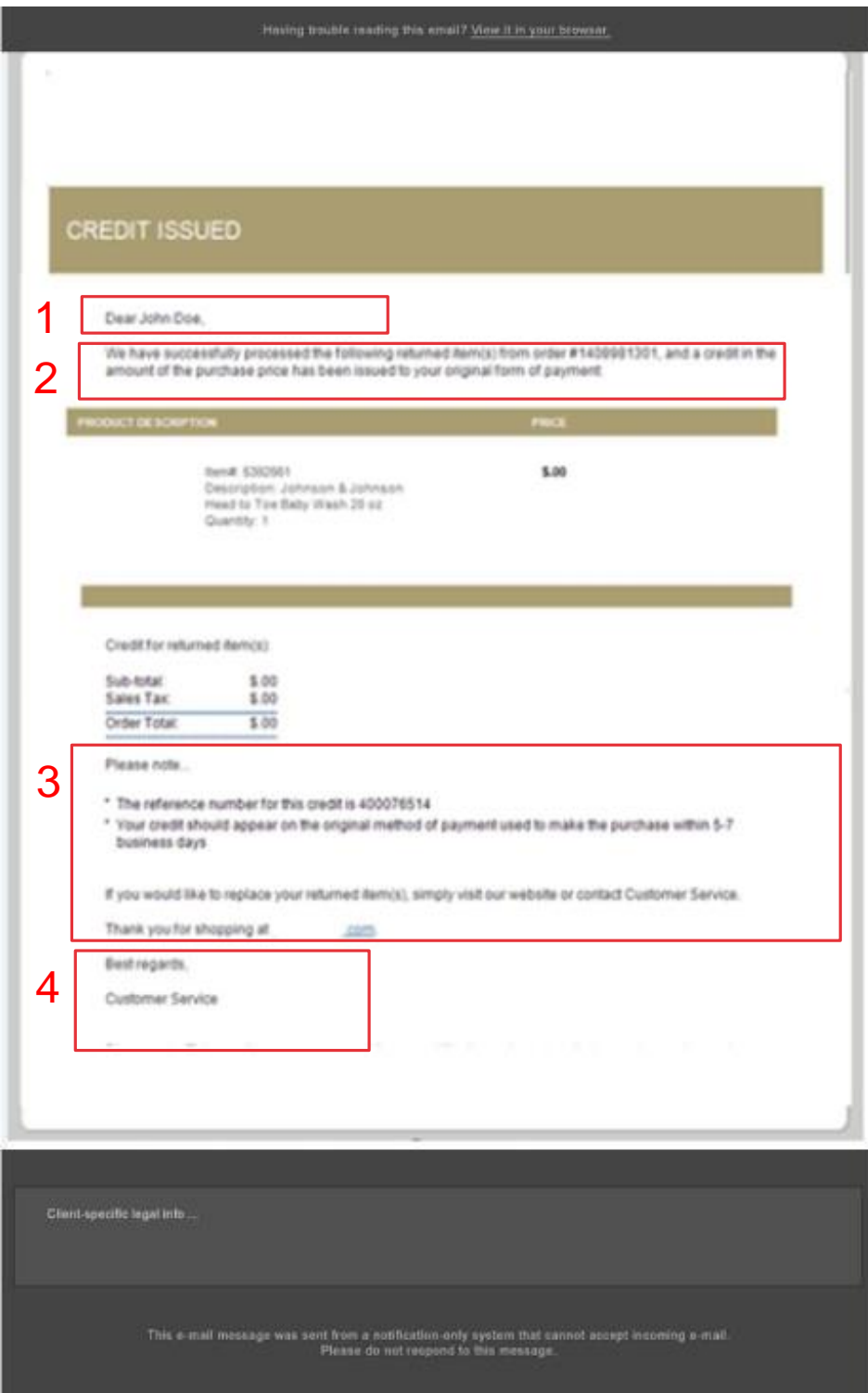
Upon their return, we will process a full credit to your account in the amount charged today.

Questions? Call us! 1-800-234-5678

4

Best,
Customer Service
Webstore.com

ZCR Return Arrived Late-After Window



1

2

We have successfully processed the following returned item(s) from order [Order Number], and a credit in the amount of the purchase price has been issued to your original form of payment.

Credit for returned item(s):

3

Please note...

* The reference number for this credit is [REFERENCE #]

* Your credit should appear on the original method of payment used to make the purchase within 5-7 business days

If you would like to replace your returned item(s), simply visit our website or contact Customer Service.

Questions? Call us! 1-800-234-5678

4

Best,
Customer Service
[Webstore.com](#)

Return Received Before Return Window – Reship

Having trouble reading this email? [View it in your browser.](#)

RETURN PROCESSED

1 Dear John Doe,

2 Thank you for returning the item(s) listed below.

PRODUCT DESCRIPTION

PRICE

Item#: 5392661
Description: Johnson & Johnson
Head to Toe Baby Wash 28 oz
Quantity: 1

3 This email serves as confirmation that we have successfully processed your return. No further action is needed.

We hope you are completely satisfied with your replacement product!

4 Thank you for shopping at [.com](#).

Best regards,

Customer Service

Client-specific legal info....

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail.
Please do not respond to this message.

1

2

We have successfully processed your return listed below:

3

No further action is needed and we hope you are completely satisfied with your replacement product.

Questions? Call us! 1-800-234-5678

4

Best,
Customer Service
[Webstore.com](#)

Zero Cost Reship – Return Reminder

Having trouble reading this email? [View it in your browser.](#)

CUSTOMER ALERT - ACTION NEEDED

1 Dear Julie Cooper,

2 *** A friendly reminder ***

2 On Oct 18, 2010 we shipped you the following products to replace the item(s) that were unsatisfactory in your original order, Order #9391200096.

PRODUCT DESCRIPTION

PRICE

Item#:	3733861	\$10.00
Description:	CLT P MANNING W/S PREM JRYCOLTS SOBLUE- MEDIUM	
Quantity:	1	
Return Date:	2010-03-01	

3 This is a reminder that we require a return of the item(s) listed above by their return date.

If we do not receive the item(s) above, we will need to charge the original form of payment as follows:

Sub-total	\$10.00
Order Total	\$10.00

4 If you are unable to return the product within the required timeframe, but decide to return it at a later date, we will process a full refund of the charges above.

If you need assistance with your return, please contact Customer Service, and we will be happy to help.

5 Thank you for shopping at [Webstore.com](#).

Best regards,

Customer Service

Please note: This email message was sent from a notification-only system that cannot accept incoming e-mail. Please do not reply to message.

Client-specific legal info....

This e-mail message was sent from a notification-only system that cannot accept incoming e-mail. Please do not respond to this message.

1

On [Replacement Order Date] we shipped a product to replace an item you found unsatisfactory in your original order.

2

This is a friendly reminder to return the following item(s) from your original order.

3

If we do not receive the item(s) listed above by their return dates, we will charge the original form of payment as follows:

4

If you are unable to return the product within the required timeframe, but decide to return it at a later date, we will process a full refund of the charges above.

Questions? Call us! 1-800-234-5678

5

Best,
Customer Service
[Webstore.com](#)

Zero Cost Reship – Replacement Order Confirmation

ORDER CONFIRMATION

1 Dear sachin dey,

2 Thank you for your recent contact to Customer Service. This email is confirmation that we have received your replacement request and we are now preparing your replacement order for shipment. You will receive another email when your item(s) are shipped.

Some or all of the items on your original order may require a return. Please review the return policy for each individual item (below) and return the items as instructed.

Please use the pre-paid return label we have provided to return the required item(s) from your original order.

Your order includes the following item(s):

Order Number:
400971593

PRODUCT DESCRIPTION	ARRIVAL	PRICE
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Item#: 3369393 Description: NFL-TEAM BABY MOBILESBENGALS Quantity: 1	Arrival dependent upon the shipping method selected.	\$35.99
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Return Policy: RETURN REQUIRED: Item must be returned to our Online Returns Center within 30 days from the date you receive your shipping confirmation email. Please note that returns must be made to our Online Return Center and received within the specified amount of time to avoid a recharge of the item.

Shipping Via: Freight Standard

3 **You will not be charged for your replacement item.**

However, if you do not return the original product within the time specified, we will charge you the full amount below:

Sub-total:	\$ 35.99
Sales Tax:	\$ 6.48
Total:	\$ 42.47

Shipping Address:

sachin dey
11
king of prussia, PA 19406

Billing Information:

sachin dey
11
king of prussia, PA 19406

4 Carrier tracking information will be provided when your order ships. If you have any further questions concerning shipping, order status, payment or other website policies, visit the Customer Service area of our website.

Thank you for shopping at [.com](#).

5 Best regards,

Customer Service

1 We received your replacement request and are preparing to ship your replacement order. We will send an email notification as soon as it ships.

2 As a reminder, items from your original order may require a return. Please review the return policy for each individual item listed below and return the item(s) as instructed. Be sure to include the return form from your original order.

Your order includes the following item(s):

Please note, you will not be charged for your replacement item.

3 The link below will supply you with the most recent order status. Please allow up to 1 hour for this information to be updated on our website from the time you receive this e-mail.

[Order Tracking URL]

4 Carrier tracking information will be provided when your order ships.

Questions? Call us! 1-888-430-7463

5 Best,
Customer Service
[Webstore.com](#)

Zero Cost Reship – Replacement Ship Confirmation

SHIP CONFIRMATION

1 Dear ikram mohd,

2 Thank you for your recent contact to Customer Service. This email is confirmation that we have shipped your order.

As a reminder, some or all of the items on your original order may require a return. Please review the return policy for each individual item (below) and return the items as instructed.

Please use the pre-paid return label we have provided to return the required item(s) from your original order.

Your order includes the following item(s):

PRODUCT DESCRIPTION

PRICE

Item#: 6343916
Description: PS WP WOVEN
JACQUARD BABY THRWVT
HOKIES-ONE SIZE
Quantity: 1
Return Policy: RETURN
REQUIRED. Item must be returned
to our Online Returns Center within
30 days from the date you receive
your shipping confirmation email.
Please note that returns must be
made to our Online Return Center
and received within the specified
amount of time to avoid a recharge
of the item.
Shipping Via: Standard Ground

\$29.99

3 **You will not be charged for your replacement item.**

However, if you do not return the original product within the time specified, we will charge you the full amount below.

Sub-total:	\$29.99
Sales Tax:	\$ 2.13
Total:	\$ 37.61

Shipping Address:
ikram mohd
935 first avenue
king of prussia, PA 19406

Billing information:
ikram mohd
935 first avenue
king of prussia, PA 19406

4 Thank you for shopping at [.com](#)

Best regards,

Customer Service

1

2

As a reminder, items from your original order may require a return.

Please review the return policy for each individual item listed below and return the item(s) as instructed.

Be sure to include the return form from your original order.

Your order includes the following item(s):

3 Please note, you will not be charged for your replacement item.

Questions? Call us! 1-800-234-5678

4

Best,
Customer Service
[Webstore.com](#)

