

Address Update

I ordered these towels as gifts for a lake trip. The trip is next week, but I will be going out of town before the lake trip and will not be at my house to receive them. Is it too late to send to a different address? The new address would be Jackie Winkelmann 2210 East Lawther Lane Deer Park TX 77536. I placed my order this morning. Order #GSandCloud83123

Hi Marisela,

Thank you for reaching out to Sand Cloud!

We have updated your shipping address for order (INSERT ORDER NUMBER). You will receive an email confirmation once the order has been shipped.

We highly appreciate your support for saving our oceans and marine life!

Please feel free to contact us for any further assistance.

Account Activation

Have tried 4 times to create an account

Hello {{customer.name}},

Thank you for reaching out to Sand Cloud!

We are sorry to hear that you are unable to login to your account.

We have checked your details and see that your email address is still not yet verified.

Please use this link to sign up: <https://www.sandcloud.com/account/login>

Click on the Sign Up option and fill out the form with your details.

Please let us know if you still have issues in accessing your account.

Cancel or exchange order after it has been shipped

I placed my order yesterday and I was wondering if I could change out one of the items I purchased. I would like to switch the Destroyers - Star Wars™ Towel to the Fighters - Star Wars Towel before my order ships

Hi {{customer.firstName}},

Thank you for shopping with Sand Cloud!

At this time, we are unable to cancel your order as it has already shipped and is currently in transit to your destination.

Here is your tracking number:
(INSERT TRACKING NUMBER)

Estimated delivery date is (INSERT HERE)

If you wish to return your package, please refuse the package or use the return link below to return your item (free of cost):

<https://returns.sandcloud.com/#/>

Let us know if you have further questions.

Cancel Update

Please cancel this order. I forgot the coupon code, but placed a second order using it.

Hello {{customer.firstName}},

We are following up on order (INSERT ORDER NUMBER).

We were able to successfully process the cancellation for you. Please allow 2-5 business days for the refund to reflect back to your original form of payment.

Please let us know if you have any further questions!

Chargeback

First email response sent for the orders which has an open chargeback

Hello {{customer.name}},

We are reaching out from Sand Cloud regarding a recent purchase that was made.

Upon checking our records, we have become aware that there is a bank dispute on your recent order (ADD ORDER).

While the chargeback is open, please be aware that we are unable to process any refunds or replacements.

We are sorry for any inconveniences and we want to know what we can do to help resolve this.

Kindly let us know the reasoning and we will work with you to rectify the situation.

We appreciate your time and look forward to your response.

Code not working during Sale

When I placed the above order I did not see a place for my coupon code SEALION15 is it too late to apply it now?

Hi {{customer.firstName}}

Thank you for reaching out to Sand Cloud!

We are currently running a sale on our site! During sales, codes and rewards points are deactivated as they cannot be combined with other offers or promotions.

Please be sure to check in after our sale to use any codes or points.

We appreciate your patience!

Damaged Item

Can you refund me? the cooler has a bad seam!

Hi {{customer.firstName}}

Thank you for reaching out to Sand Cloud!

We want to sincerely apologize that the (ADD PRODUCT NAME HERE) arrived damaged.

Let us take care of this for you and send you a new (ADD PRODUCT NAME HERE).

Please confirm that the preferred shipping address is:

(ADD CUSTOMERS SHIPPING ADDRESS HERE)

Thank you and we look forward to your response.

Order tracking shows delivered, but not received by the customer

Hi, I am reaching out because it says my order was delivered in and I have not received it.

Hi {{customer.firstName}},

Thank you for reaching out to Sand Cloud!

We want to apologize that you have yet to receive your package. We see that your package was marked as delivered on (ADD DELIVERED DATE) to address: (ADD ADDRESS HERE)

Please allow up to 4 business days from the delivery date for the package to be delivered. Tracking numbers may not be updated automatically by the carrier and will reflect a different status on delivery.

Also, please check your mailbox and ask your neighbors if they signed and received the package on your behalf.

Reach out to us if you have yet to receive your package after the 4 business days.

Discount Exclusions during Sale

I am trying to apply the FIREWORKS discount code for my order but it says it is not valid. The display does not signify specific items that get the discount, is this a glitch? I really need to order the towel soon for it to be on time for my anniversary.

Hello {{customer.firstName}},

Thank you for reaching out to Sand Cloud regarding our sale.

During our sales, some exclusions may apply. These will mostly apply to any of our new collections.

We hope this helps and please let us know if you have any further questions!

Item exchange confirmation

I just placed order today and it not fulfilled yet. I also just received email that the color I wanted is back in stocks and I see the mdw25 discount still works. I couldn't cancel order online and reorder. Can I still change the Crush Turtle XL to the Crush Turtle Teal XL?

Hi {{customer.firstName}},

Thank you for shopping with Sand Cloud!

We were able to exchange your (ITEM NAME) for the (ITEM NAME) on order (ORDER NUMBER).

You will receive an email with the tracking information when your order ships.

We highly appreciate your support for sharing our mission in saving our oceans and marine life!

Order in transit (No movement)

I placed my order (#1849894) on Sunday and I have not received word that it has been shipped yet. I was really hoping it would be here by Friday (as it is for a birthday on Saturday) so I am just checking in on the shipping status.

Hello {{customer.firstName}}

Thank you for reaching out to Sand Cloud!

We see that your order is in transit. Tracking shows that it was last scanned on **INSERT DATE**.

We ask that you allow a few business days for the tracking to update. Rest assured, your order will be delivered.

We appreciate your patience and understanding. Please let us know if you have any further questions.

Order in transit (providing tracking info)

I Paid extra for 2-3 day shipping. I still haven't received a notification of my order being shipped yet. Can you please check on this for me?

Hey {{customer.firstName}},

Thank you for reaching out to Sand Cloud!

Your order is already in transit to your destination and we hope you receive it soon!

Please continue to track your parcel using your tracking link below:

**Domestic shipping takes an average of 4-7 business days for delivery.
International shipping takes an average of 15-21 business days delivery or earlier.**

You are expected to receive it on **(Date)**

If you have questions, please feel free to reach out anytime.

International custom charges

I wanted to ask how much shipping costs would be to Toronto ON Canada? I know shipping is calculated at checkout, but I was wondering if I could know the price beforehand so I know whether it is in the budget or not!

Hi {{customer.firstName}},

Thank you for shopping with Sand Cloud!

We understand that international shipping and customs charges can be frustrating.

During the checkout process, we provide the option to pay for custom and duties prior to delivery. If you choose to opt out of this, you are responsible for paying these charges once your package is delivered.

Please be sure to reach out to us if you have any issues paying for the fees.

Loop Exchange

My order just arrived today (thanks for the quick processing!) however I realized that I ordered the wrong color of dish towels. I thought I ordered Cyperus to match the order I received a few weeks ago, but I mistakenly ordered the Cassia which is way too dark for my kitchen.

Hello {{customer.firstName}},

Thank you for reaching out to Sand Cloud!

We understand that sometimes, things don't work out. Feel free to exchange your product using the link below:

<https://returns.sandcloud.com/#/>

Steps:

1. Open Link
2. Add Order # and Zip Code (If you cannot find your Order # please log into your account, check your emails for the order confirmation, or email us)
3. If your order is a gift, please click on 'Return or Exchanging a Gift'
4. Once the product is in transit, your exchange will be created.

If you have any issues with your return, please reach back out to us.

Order lost in transit response

I have reached out previously regarding the towel I purchased. The USPS still states it is awaiting the package. I responded as requested previously to verify my shipping address address and never received a response. At this moment I am not confident that I will even receive my order.

Hello {{customer.firstName}},

Thank you for your inquiry and we are sorry that your order has still not arrived. We've gone ahead and taken a look at the tracking link and it does look like the product has been lost in transit.

Rest assured that we will be sending you a replacement free of charge. Is the order address on file still the best address to send the new package to?

We can also offer a refund if you no longer wish to receive a replacement.

Please let us know what is best for you.

Missing Item

Hello I did receive 2/3 items from my order today. I did not receive the red white and blue towel.

Please advise what needs to be done.

Hi {{customer.firstName}},

Thank you for reaching out to Sand Cloud!

We want to sincerely apologize that you did not receive your item. Please let us know which item you are missing and provide us with a photo of the items you have received.

Once we receive this information, we will be happy to provide a resolution.

Thank you for your patience! We look forward to your response.

Negative feedback

I appreciate the update. Kind of shocked that DHL basically said, no I don't wanna deliver it, here you do it. Actually I'm not really surprised, as I have mentioned before, DHL sucks. You guys make a great product. It is a shame that the late delivery puts a negative vibe on such a great brand, and on an otherwise very smooth transaction.

Hi {{customer.firstName}},

Thank you for reaching out to Sand Cloud!

We appreciate your feedback and understand your concerns. Our goal is to always keep improving our brand with our customers in mind.

Thank you for your feedback and please let us know if you have any further questions.

Offering code as OTC

That is a bummer to hear as I have gotten the other item so it would match the Bath Towel. I would have not gotten the hand towels had I known the bath towels would be sold out.

I will take the free shipping code and credit please.

Hi {{customer.firstName}},

Thank you for reaching out to Sand Cloud!

We highly value you as one of our customers and we want you to be happy with your purchase.

We would LOVE to provide you with a coupon code for \$_ that you can use on your next purchase!

Your special code is:

Please be sure to enter your correct shipping address to ensure delivery.

Let us know if you have any further questions!

Order status shows delivered

The shop app is indicating that my order has shipped but I haven't received any emails saying that it has. There is no information on the shop app either of a ETA. can you let me know any info about my order please? Thanks.

Hello {{customer.firstName}},

Thank you for reaching out to Sand Cloud regarding the status of your order.

We see that your order has been delivered on (ADD DELIVERY DATE HERE).

Here are your tracking details:

Please let us know if you have any further questions!

Item restock related

Just wondering if there are plans to restock the Zinnia Party Blanket? And if so, how soon that might be expected?

Hi {{customer.firstName}},

Thank you for reaching out to Sand Cloud!

At this time (insert item name here) is currently out of stock.

We ask that you continue to check our social media for real time updates. Please also add your email address to be notified when the item is back in stock by clicking on the NOTIFY ME button on the product.

We appreciate your understanding and please let us know if there is anything else we can assist with!

Payment pending orders

First response sent to the orders where the payment seems to be pending, mostly with PayPal orders

Hello {{customer.firstName}},

Thank you for reaching out to Sand Cloud!

Your payment for (ORDER HERE) is currently being processed. Please allow a few business days for the payment to clear.

We thank you for your patience and let us know if you have any further questions.

Potential fraud orders

First response sent for order verification of orders that have been tagged as fraud by the system

Hello {{customer.firstName}},

We wanted to reach out in regards to a recent order that was placed under email address: (INSERT EMAIL ADDRESS).

The order was flagged for potential fraud and we would like to verify a few things before we process the order. Please verify the following information:

Full name

Shipping address

Items purchased made in Sand Cloud

Please let us know if you have any questions. We look forward to your response.

Order delivered to wrong address

**Hi! I just placed this order and forgot to put “unit A” as part of my address. Can I get this added?
Thanks!**

Hi {{customer.firstName}},

Thank you for reaching out to Sand Cloud!

At this time, we are not responsible for lost packages due to wrong address. We ask that you reach out to the carrier and file a claim for the lost package.

If your package is delivered back to our warehouse, we will be happy to issue a refund once the item is delivered and inspected.

Let us know if you have any further questions!

Refund confirmation

I did not mean to place order before entering my Fireworks discount code! Help!!!!

Hi {{customer.firstName}},

Thank you for reaching out to Sand Cloud!

We have processed your refund in the amount of (\$0.00). Please allow 3-5 business days for the refund to reflect back to your original form of payment.

We appreciate your support for sharing our mission in saving our oceans and marine life!

Retail store purchases

I bought my XL towel a month ago at your LA store. I've only used it a handful of times since but I'm already seeing threads coming loose (I've attached photos of a few). This shouldn't be happening within a few uses should it? Those will very easily get caught on stuff and will pull more threads and I'm worried the product will be compromised.

Hello {{customer.name}},

Thank you for reaching out to Sand Cloud!

We are happy to assist you with your inquiry!

Since your purchase was made in store, we will be forwarding your inquiry to our retail team.

They will be in contact with you shortly.

Please let us know if you have any questions!

Replacement orders

Please send replacement to address on file

Hi {{customer.firstName}}

Thank you for your response and providing us with the pictures requested.

We deeply apologize for the inconvenience this may have caused and have created a new order for a replacement.

You will receive a tracking link once your order has been shipped.

We highly appreciate your support for saving our oceans and marine life!

Please feel free to contact us for any further assistance.

Closing the tickets when there is no response from the customers

Hello {{customer.firstName}},

We are following up regarding our last email. It appears that we have yet to hear back from you.

At this time, we will be closing out this email. If you need further assistance or have any questions, feel free to respond to this email thread.

Thank you and have a great day!

Wrong item received

you guys sent us the wrong towel. We didn't get our turtle towel. :(

Hello {{customer.name}},

Thank you for reaching out to Sand Cloud!

We want to sincerely apologize that you have received an incorrect item. Would you be able to provide us with the following information?

- Picture of the incorrect item
- Picture of the shipping label

Please let us know what you are missing and if you would like for us to ship these items or process a refund.

Thank you and we look forward to your response.

Unable to add items

Hi I was in the middle of creating this order and I didn't finish shopping. I wanted to get another towel and I didn't get the opportunity to put in the discount code either.

Hi Erica,

Thank you for reaching out. We apologize for the delayed response.

Your order is still in the processing stage. Unfortunately, we do not have an option to add more items as we do not have authorization to your card details.

The best thing we can do is that we can cancel the order for you so that you can place another order with all the items of your choice applying the discount code FIREWORKS for 25% off.

Please let us know if you would like to proceed with the order or not.