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| --- | --- | --- |
| Status | Subject | Content |
| Buyer | | |
| Order Placed | Your Sfriendly.com order has placed (#12345678) | Dear Spiderman,  We'd like to let you know that Samsung has received your order, and is preparing it for shipment.  Your order number is: #12345678  Your order will be sent to: Batman, No.1234567, Null Street, Null District, Null City, Vietnam – 098.888.8888  Your estimated delivery date is: July 4th, 2014 – July 14th, 2014  If you would like to view the status of your order or make any changes to it, please visit [Your Orders](http://www.amazon.com/gp/r.html?R=2I7P8AHGLKQV2&C=3T5MUR8F9569O&H=CSYYBKILO7JNCVYK0IUFKUW4WMKA&T=C&U=https%3A%2F%2Fwww.amazon.com%2Fgp%2Fcss%2Fyour-orders-access%2Fref%3Dpe_385040_30332200_pe_309540_26725410_gs) on Sfriendly.com  Thank you for shopping with us. Sfriendly.com  <http://www.sfriendly.com>  Please note: this email was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message. |
| Order Cancelled | Your Sfriendly.com order has cancelled | Dear Spiderman,  As you requested, we've cancelled your Sfriendly.com order (#12345678)  Thank you for shopping at Sfriendly.com. We hope to serve you again soon.  Best regards,  Sfriendly Customer Service  Sfriendly.com  <http://www.sfriendly.com>  Please note: this email was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message. |
| Shipping | Your Sfriendly.com order has shipped! (#12345678) | Dear Spiderman,  Your item has being shipped. When the package arrives, we need the recipient sign on the Shipment Form to confirm shipment.  Your order number is: #12345678  Your order will be sent to: Batman, No.1234567, Null Street, Null District, Null City, Vietnam – 098.888.8888  Your estimated delivery date is: July 4th, 2014  Your order is on its way, and can no longer be changed. If you need any assistants on items from this shipment or manage other orders, please visit  [Help](http://www.amazon.com/gp/r.html?R=2I7P8AHGLKQV2&C=3TG14KBDH777U&H=0VLAWOMCBONDSXTQIAIIDKHDLEOA&T=C&U=https%3A%2F%2Fwww.amazon.com%2Fgp%2Fcss%2Fyour-orders-access%2Fref%3Dpe_385040_30332190_pe_175190_21431760_M3T1_ST1_oh_bd) on Sfriendly.com  Thank you for shopping with us.  Sfriendly.com <http://www.sfriendly.com>  Please note: this email was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message. |
| Change shipping address | Change Shipping Address From Sfriendly | Dear Spiderman,   I’m following up with the recent chat interaction you had with us   |  |  | | --- | --- | | |  | | --- | | I've contacted the delivery service and requested them to change the delivery address for your order #12345678  to the following:   Batman  No.12345, Null Street, Null District, Null City, Vietnam  098.888.8888   Due to shipping address changing, your extra shipping fees are: $10.00  Please pay here before we can deliver your order again.  Thank you for using Sfriendly Customer Service. | | | |  | | --- | | Best regards, Sfriendly Customer Service  <http://www.sfriendly.com>  Please note: this email was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message. | | |
| Delivered | Your Sfriendly.com order has delivered (#12345678) | Dear Spiderman,  Your order (#12345678) has been delivered successfully. Thank you for shopping with us.  *If you did not receive your order, please contact us as soon as possible on* [*Help*](http://www.amazon.com/gp/r.html?R=2I7P8AHGLKQV2&C=3TG14KBDH777U&H=0VLAWOMCBONDSXTQIAIIDKHDLEOA&T=C&U=https%3A%2F%2Fwww.amazon.com%2Fgp%2Fcss%2Fyour-orders-access%2Fref%3Dpe_385040_30332190_pe_175190_21431760_M3T1_ST1_oh_bd)*(Sfriendly.com)*  *Your experience is the most important to us.*  We look forward to serve you again soon!  Sincerely,  Sfriendly Customer Service  <http://www.sfriendly.com>  Please note: this email was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message. |
| Ask for review/feedback | Would you like to rate your transaction at Sfriendly.com? | Dear Spiderman,  Do you satisfy with your last order (#12345678)?  If yes or no, please let us know. Your experience is the most valuable to us.  Thank you for shopping with us. <http://www.sfriendly.com> |
| Fail to delivered | Fail to Attempt Your Sfriendly.com order (#12345678) | Dear Spiderman,  We're writing about the order you placed on May 30, 2014 (Order# 12345678)  The delivery service was unable to deliver your package. If necessary, please contact us at Help to make alternative delivery arrangement again.  To see full details of this order, including tracking details and the shipping status of other items from this order, please visit Your Order on Sfriendly.com  Sincerely,  Sfriendly Customer Service <http://www.sfriendly.com>  Please note: this email was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message. |
| Refund | Refund on order #12345678 | Dear Spiderman,  We're writing to let you know we processed your refund of $61.68 for your Order #12345678 from Samsung.  This refund is for the following item(s):      Item: Iphone 4s     Quantity: 1     Reason for refund: Customer return      Here's the breakdown of your refund for this item:      Item Refund: $49.99     Shipping Refund: $11.69   We've processed a refund for the above order in the amount of $61.68. The refund should appear on your account in 2-3 days if issued to a credit card. Refunds issued to a bank account typically take 7-10 days to reflect on the account balance.  Have questions about our refund policy? Visit our Help section for more information:  <http://sfriendly/help>  Thank you for shopping with us.  Sincerely,  Sfriendly Customer Service  <Http://Sfriendly.com> |
| Return | Your items have been returned! | Dear Batman,  We wanted to let you know that you have successfully returned your items on an order #12345678.  If you're due a refund you'll receive another e-mail confirmation shortly.  See our return policy for our returns timeline at [www.sfriendly.com/help/returns](http://www.sfriendly.com/help/returns)  We look forward to seeing you again soon.  Sincerely,  Sfriendly Customer Service <http://www.sfriendly.com> |
| Seller | | |
| Order Placed |  |  |
| Payment Verified | You sold an item from your customer – Ship now | Dear Fatman,  Congratulations,  You sold item!  Item: Iphone 4s  Quantity: 1  Price: $100  Buyer: Spiderman  No.12345, Null Street, Null District, Null City, Vietnam  098.888.8888  You received $100. Please ship the item to Sfriendly Shipment Service then we can help you to deliver your item to your customer with prompt language.  You do not have to pay any fees for Sfriendly Shipment Service.  Sfriendly Shipment Service: 19/62 Trần Bình, Mai Dịch, Cầu Giấy, Hà Nội – 043.856.2455  (Why you have to ship your item to Sfriendly Shipment Service, please see here!)  **You will receive the payment within 7 days** from the delivered day. For more information, please visit Seller Policy at Sfriendly.com  Congratulations again!  Sfriendly Customer Service  Sfriendly.com |
| Delivered |  | Dear Fatman,  Greetings from Sfriendly.com  We thought you'd like to know that we completed and delivered your Sfriendly.com Fulfillment Order (#123456789) to your customer:  Batman  No.12345, Null Street, Null District, Null City, Vietnam  098.888.8888  Thank you for using Shipment Service by Sfriendly  You will be received your money within 7 days from now on. Thank you for being a valuable partner of Sfriendly.  Sfriendly.com  Please note: this email was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message. |
| Fail to delivered | Your item failed to attempt your customer! | Dear Fatman,  We are unable to attempt the item below to your customer:  Item: Iphone 4s  Quantity: 1  Price: $100  Buyer: Spiderman  No.12345, Null Street, Null District, Null City, Vietnam  098.888.8888  As the Sfriendly Policy, we will return your item to your shop for free. Please allow 1-2 days to receive the item back.  If you need any assistants about your items, please feel free to contact us  Thank you for using Sfriendly Shipment Service.  Have a nice day,  Sfriendly Customer Service  Sfriendly.com |
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| Missing Email Status | | |
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