

From: [REDACTED]
Sent: Mon 6/5/2017 12:56:29 PM
Subject: Fwd: (983918) Action Required - Your 23andMe Order #740-627542-142810

Begin forwarded message:

From: Sultan Bin Sulayem [REDACTED]
Subject: Fwd: (983918) Action Required - Your 23andMe Order #740-627542-142810
Date: June 3, 2017 at 1:20:16 AM EDT
To: [REDACTED]

Dear [REDACTED],

I assumed you have not received my package yet I ordered 30 test kits I received this e mail a while ago I answered it as on the following e mail can you chase them in please

Yours
Sultan

Sent from my iPhone

Begin forwarded message:

From: customercare@23andme.com
Date: May 23, 2017 at 5:07:37 PM GMT+2
To: ssulayem [REDACTED]
Subject: Re: (983918) Action Required - Your 23andMe Order #740-627542-142810
Reply-To: customercare@23andme.com

Please type your reply above this line

Ticket #983918: Action Required - Your 23andMe Order #740-627542-142810

Hello ssulayem,

Your request (#983918) has been updated. You can view the update below.

Taylor, May 23, 8:07 AM PDT:
Hello Jeffery,

I am reaching out to you with regards to your recent 23andMe order #740-627542-142810.

Our shipment warehouse specially reviews large orders for compliance with the 23andMe Terms of Service. So that I may prioritize the release of your order through this review process, please reply to this message with the intended use of the kits in

your recent purchase.

Once I receive these details, I will forward your response to the appropriate individuals and follow up with you when I have more information.

Please reply to this message with the requested information at your earliest convenience. If we are unable to release your order within 5 business days from the purchase date, your purchase may be automatically canceled.

Best regards,

Taylor
The 23andMe Team

Taylor, May 23, 8:06 AM PDT:

This ticket was created on your behalf by 23andMe Customer Care.

You can update your support request by replying to this email with additional comments or by following this link: <https://customercare.23andme.com/hc/requests/983918>