

**To:** customercare@23andme.com[customercare@23andme.com]  
**From:** [REDACTED]  
**Sent:** Mon 6/5/2017 12:57:59 PM  
**Subject:** Fwd: (983918) Action Required - Your 23andMe Order #740-627542-142810

Hello Taylor. I would like to help Sultan facilitate his order #740-627542-142810 of 30 "23 and Me" kits he placed an order for on May 20, 2017. You specifically emailed him to find out the use of the 30 kits. He would like to give them to his co-workder so

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>