
yes

On Mon, Jun 5, 2017 at 9:05 AM, Lesley Groff [REDACTED] <mailto:[REDACTED]> > wrote:

Sultan is requesting my help in facilitating hi= order of the 30 DNA kits....OK for me to help investigate why they =ave not been shipped?

Begin for=arded message:

From: Su=tan Bin Sulayem <[REDACTED]> >

Subject: Fwd: (983918) Action Required - Your 23=ndMe Order #740-627542-142810

Date: June 3, 2017 at 1:20:16 AM EDT

To: Lesley Groff <[REDACTED]> <mailto:[REDACTED]> >

Dear Lesley

<=iv style="font-family:Helvetica;font-size:12px;font-style:normal;font-va=iant-caps:normal;font-weight:normal;letter-spacing:normal;text-align:start;text-indent:0px;text-transform:none;white-space:normal;word-spacing:0px">I=assumed you have not received my package yet I ordered 30 test kits = received this e mail a while ago I answered it as on the following e=mail can you chase them in please

Yours

Sultan =A0

Sent from my iPhone

Begin forwarded message:

<=div>

From: customercare@23andme.com <mailto:customercare@23an=me.com>

Date: May 23,=2017 at 5:07:37 PM GMT+2

To: ssulayem <[REDACTED]> >

Subject: Re: (9=3918) Action Required - Your 23andMe Order #740-627542-142810

Re=ly-To: =A0cus=omercare@23andme.com <mailto:customercare@23andme.com>

Please type your reply above thi= line

<https://customercare.23andme.com/>

<td style="font-size:12px;font-weight:bold;color:rgb(255,255,255);line-he=ght:1.5em;font-family:Helvetica,Arial,sans-serif;width:638px;text-align:left;background-image:none;padding:9px;margin-top:8px;background-position:ini=ial

initial;background-repeat:initial initial">Ticket #983918: Action Required - Your 23andMe Order #740-627542-142810=/a> <<https://customer=are.23andme.com/hc/requests/983918>>
Hello ssulayem,

=our request (#983918 <<https://customercare.23andme.com/hc/requests/983918>>) has been updated. You can view the update=below.

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

I am reaching out to =ou with regards to your recent 23andMe order #740 <<https://customercare.23andme.com/hc/requests/740>> -62754=-142810.

Our shipment warehouse specially reviews large orders for =ompliance with the 23andMe Terms of Service. So that I may prioritize the =elease of your order through this review process, please reply to this mes=age with the intended use of the kits in your recent purchase.

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

Plea=e reply to this message with the requested information at your earliest co=venience. If we are unable to release your order within 5 business days fr=m the purchase date, your purchase may be automatically canceled.

B=st regards,

Taylor
The 23andMe Team

Taylor, May 23, 8:06 AM PD=:
This ticket was created on your behalf by 23andMe Customer Care.

=/div>

You can update your support request by replying to this email with add=tional comments or by following this link:
<https://c=stomercare.23andme.com/hc/requests/983918> <<https://customercare.23a=dme.com/hc/requests/983918>>

</=able>
[NE2=KX-PPZR]

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=C2 please note

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