

# Order Confirmation Template

This template is only intended for guidance and is being provided as a specimen. Remove the text in the square brackets as soon as you complete editing the document.

Dear Mr/Ms *[insert customer's name]*

Thank you for shopping at *[insert your website's name]*

We have received the following order:

Order number: *[insert customer's order no.]*

Order date: *[insert date and time of when order was received]*

Ship to: *[insert customer's contact details such as name, address, tel. no. & email]*

*[Include the customer's order indicating the order features such as item description (specifying colour and size, where applicable), quantity, unit price, delivery charges, taxes and total price, as the below example]:*

Reference	Description	Quantity	Price	Cost
123456	ABCDEF (Blue) Size S	2	€x	€x
987654	ZYXWV (Red) Size M	1	€x	€x
			Subtotal:	€x
			Shipping:	€x
			VAT:	€x
			Total:	€xx

*[It is important to indicate whether the order has been processed or not by including something on the following lines]:*

Please note that the order has not yet been processed by our dispatch department. No contract for the sale of any product will subsist between you and *[insert your business' name]* until *[insert your business' name]* dispatches the product(s) ordered. We will confirm that the product(s) have been dispatched by a confirmation email.

*[It is also recommended to provide customer with access to the terms and conditions, ideally by providing a link]:*

By receiving this email from *[insert your business' name]* you are accepting our terms and conditions, a copy of which can be accessed by clicking on the following link *[insert link to your website's T&Cs]*.

*[Insert your business' contact details such as, company address and email, informing the customer from where s/he can obtain assistance]:*

If you have any queries in relation to the above order please visit our website at *[insert your website's address]*, where you are able to find assistance about:

*[delete as applicable]*

- Your order details
- Cancellation of order
- Change delivery and invoice address on open or future orders
- Returns policy
- Delivery