

Email Templates

Manage system generated emails.

- [Summary](#)
- [Emails](#)
 - [Abandoned Basket](#)
 - [Abandoned Order](#)
 - [After Sales Recommend](#)
 - [Customer Note](#)
 - [Despatch](#)
 - [Email Wishlist](#)
 - [Gift Voucher](#)
 - [Newsletter](#)
 - [Out of Stock Recommend](#)
 - [Order \(Confirmation\)](#)
 - [Order Cancellation](#)
 - [\(Sales\) Order Note](#)
 - [Password Reset Done](#)
 - [Password Reset Link](#)
 - [Purchase Order](#)
 - [Purchase Order Cancellation](#)
 - [Quote](#)
 - [Ready to Collect](#)
 - [Receipt](#)
 - [Registration](#)
 - [Return Confirmation](#)
 - [Return Outstanding](#)
 - [Return Processed](#)
 - [Return Received](#)
 - [Return Rejected](#)

- [Review Chaser](#)
- [Stock Notify](#)
- [Register Guest Account](#)

Summary

Use this screen to edit your automated Email Templates; these include abandoned basket notifications, Sales Order confirmations, newsletter sign ups, etc.

This section may also be used to disable individual Email Templates.

Email	Purpose
abandonedbasket	<i>This email is sent an hour after an abandoned basket has occurred</i>
abandonedorder	<i>This email is sent an hour after an abandoned order has occurred</i>
aftersalesrecommend	<i>This email will be sent 28 days after an order is placed</i>
customernote	<i>This is the email used when sending general notes to the customer</i>
despatch	<i>This is the despatch notification email</i>
emailwishlist	<i>This is the email sent when a customer emails their "wish list" to a friend</i>
giftvoucher	<i>This is the template used for sending an e-voucher</i>
newsletter	<i>This acknowledges subscription to a mailing list</i>
oosrecommend	<i>This email is sent 28 days after a "notify me when in stock" is requested</i>
order	<i>This is the order confirmation</i>
ordercancellation	<i>This is the order cancellation request email</i>

Email	Purpose
ordernote	<i>This is the email used when sending order notes to the customer</i>
passwordresetdone	<i>This is the email sent when a password reset has occurred</i>
passwordresetlink	<i>This is the link sent when a customer requests a password reset</i>
purchaseorder	<i>This email is sent to suppliers when submitting a purchase order</i>
purchaseordercancel	<i>This email is sent to suppliers when cancelling a purchase order</i>
quote	<i>This is the quote template</i>
readytocollect	<i>This is the "ready to collect" notification email</i>
receipt	<i>This is the email receipt</i>
register	<i>This email acknowledges a new account registration</i>
registerguestaccount	<i>This email is sent when a guest account is created</i>
returnconfirmation	<i>This is the return request confirmation</i>
returnoutstanding	<i>This is the return received email following partial receipt of goods</i>
returnprocessed	<i>This is the return processed email following refund or exchange</i>
returnreceived	<i>This is the return received email following full receipt of goods</i>
returnrejected	<i>This is the return rejected email following rejection of request</i>
reviewchaser	<i>This email is sent 28 days after purchase prompting them to review the product</i>

Email	Purpose
stocknotify	<i>This email is sent to the customer when an item is back in stock</i>
ticket	<i>This is the template used for sending an e-ticket</i>

Emails

Abandoned Basket

The link to this email includes a unique Id for the Customer's basket, meaning that it will offers cross-device support.



IXO basket

Hi Mr Mike Whitman,

We noticed you didn't complete your order on the IXO Website.

You can complete your order by returning to your basket.

[iconography.co.uk/shopping-basket](https://demo.iconography.co.uk/shopping-basket)

If you had problems, please get in touch so we can help.

Thanks for your interest in our products.

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Emails

Abandoned Order

After Sales Recommend

28 days after a customer has placed an order, they will be sent a recommendation for other popular Products.



Are you interested in these?

Dear Mr Mike Whitman,

We hope you are enjoying your order. Would you be interested in one of these?



[Orla Kiely Mimosa Large Sofa](#)
from £1250

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Customer Note



Message from IXO

Hi Mike,

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

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Emails

Despatch

Standard



IXO order updated

Hi Mike,

Your order number Z4775 has been updated.

Orla Kiely Linden Large Sofa Grade A (1 x 705624)

Despatched on 15th December.

If you would like any more help please do contact us.

Best wishes,

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Dropship



IXO order updated

Hi Mike,

Your order number Z4703 has been updated.

Orla Kiely Linden Chair Grade A (1 x 705628) *Tracking number: Drop ship.

Sent by Orla Kiely. . Expected between 18th December and 20th December.

Item 705628 will be supplied direct from supplier.

If you would like any more help please do contact us.

Best wishes,

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Email Wishlist



Your friend's IXO wish list

Hi Mike,

A friend of yours, Bob, whose email address is bob@bob.com has the following items on their wish list.

Bob said, "**Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.**"



[Brunel Chalk Oak & Gunmetal Narrow Entertainment Unit - Grade A1 - Ref #0026](#)

Bob has used our 'send your wish list' form to send you this note.

We look forward to your visit!

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Gift Voucher



IXO Gift Voucher

Don't delete this message!

This is your £15.00 IXO gift voucher.

Message: N/A

From: IXO

You'll need this voucher code when placing your order.

Gift voucher amount: £15.00

Voucher code: ZPZG6S2F8NLUELX

This voucher code must be used before 8th November 2022.

Redeeming your IXO gift voucher is easy - simply follow the steps below:

1. Visit our Web site at <https://demo.iconography.co.uk>
2. Select the items you wish to order using your shopping basket.
3. In the order form you'll see a box that says 'If you have a voucher code, enter it here'.
4. Enter your voucher code into the box and click the 'Apply Discount' button.

Thank you for your custom.

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Newsletter



IXO please confirm

Hi mike,

Thanks for subscribing to our newsletters.

Please confirm your subscription by clicking the link below:

[https://demo.iconography.co.uk/misc/subscribe?
confirm=38fdc6c360b8951cbff0cdc294657091](https://demo.iconography.co.uk/misc/subscribe?confirm=38fdc6c360b8951cbff0cdc294657091)

You can unsubscribe at any time by clicking this link:

[unsubscribe](#)

Thanks for your interest in IXO.

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Out of Stock Recommend

If a customer has requested to be emailed when a product is back in stock, and the product has remained out of stock for 28 days since that request, the following email will be generated.



IXO recommendations

Dear Mike,

Unfortunately Brinson Bench isn't available but here are similar products that you may be interested in.



[Brinson Upholstered or Wood Dining Chair](#)
Now £170

Thanks for your interest in our products.

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Emails

Order (Confirmation)



Your order with IXO

Dear Mr Mike Whitman,

Thank you for placing your order with IXO. Your order number is **Z4592**.

Please call us on to complete your order.

Billing Address:	Delivery Address:
Mr Mike Whitman Avalon Ashwell Park Ilminster Somerset TA3 9DX GB	Mr Mike Whitman Avalon Ashwell Park Ilminster Somerset TA3 9DX GB

Delivery Instructions:

this is a test testing [Expected Wed 20 Sep to Fri 22 Sep]

Estimated Delivery Date: 20/09/2023 - 22/09/2023

Telephone: 01321657987

Email: mike.whitman@iconography.co.uk

Product:	Qty:	Price:
Atlanta Oak 5 Drawer Tall Chest (4800-75)	1	GBP 611.00
Delivery (standard)	1	GBP 99,999.00

10% Off Furniture @ GBP -61.10

Mr Mike Whitman's 5.00% customer discount CUSTOMER @ GBP -27.50

Order Total (ex VAT): GBP 83,767.84

VAT @ 20%: GBP 16,753.56

Order Total (inc VAT): GBP 100,521.40

Amount Paid: GBP 0.00

This is an acknowledgement of receipt of your order and your contract to purchase these items is not complete until the items have been dispatched to you.

If you have any questions about your order please contact us at noreply@iconography.co.uk or phone us on

Thank you for shopping with us.

Emails

Order Cancellation



Order cancellation: Z4612

Dear Mr Mike Whitman

This is confirmation of your request on 15/12/2025 13:41 to cancel your contract of sale for the following goods in order Z4612

Chateaux Oak Dining Table (80707-1643381882), Chateaux Oak Dining Table (80707-1643381882)

Reason for cancellation: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Please note that any received goods must be returned to the address below for a refund. If these are not received, proof of posting may be required.

Address for returns:

IXO

Thank you for your request. We will review and process it and respond shortly.

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(Sales) Order Note



Note for your IXO order 4703

Hi Mike,

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

For reference, please see your order information below:

Order Number: 4703

Order Date: 24th November 2023

Ordered Products:

705628 Orla Kiely Linden Chair Grade A

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Password Reset Done

This is triggered by a CMS User within the Edit Customer screen. When a password is reset there, this email is generated.



Your new login details

Hi Mr Mike Whitman,

Your temporary login details are:

Login: mike.whitman@iconography.co.uk

Password: nubuhanetam7

For security, please make sure you change your password after you login.

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Password Reset Link



Your account password

Hi Mr Mike Whitman,

To create your new login password, please confirm by clicking the below link:

<https://demo.iconography.co.uk/password-reset?reset=baa0a4bcfc071687727951e626f31e31>

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Emails

Purchase Order

This email will also include the [Purchase Order](#) as an attachment.



IXO purchase order PO441

Dear Iconography Ltd,

Please find attached purchase order PO441

PLEASE CLICK THE FOLLOWING LINK TO CONFIRM ACKNOWLEDGEMENT OF ORDER.

[Acknowledge Order](#)

Alternatively, please phone, email or fax acknowledgment of order.

Best wishes,

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Emails

Purchase Order Cancellation

This email will also include the [Purchase Order PDF](#) as an attachment.



IXO purchase order cancellation PO441

Dear Iconography Ltd,

Please cancel purchase order PO441

Please phone, email or fax acknowledgment of cancellation.

Best wishes,

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Emails

Quote



Your quote from IXO

Dear Mr Mike Whitman,

Thanks for your interest in IXO. Your quote number is **QZF8EA2E8463**.

Billing Address:	Delivery Address:
Mr Mike Whitman Avalon Ashwell Park Ilminster Somerset TA3 9DX GB	Mr Mike Whitman Avalon Ashwell Park Ilminster Somerset TA3 9DX GB

Requested Delivery Date: 22/06/2023

Telephone: 01321657987

Email: mike.whitman@iconography.co.uk

Product:	Qty:	Price:
Orla Kiely Linden L Shape Large Chaise Sofa Grade A (705623) Custom options... 1: Fabric - Message: A081-Boucle-Jute, Scatter Cushions - Message: 3665	1	GBP 1,500.00
Delivery (express)	1	GBP 0.00

10% Off Furniture @ GBP -150.00

£50 off Whole Order @ GBP -50.00

Mr Mike Whitman's 5.00% customer discount CUSTOMER @ GBP -65.00

Order Total (ex VAT): GBP 1,029.17

VAT @ 20%: GBP 205.83

Order Total (inc VAT): GBP 1,235.00

Amount Paid: GBP 0.00

Sales Person: iconography

This is a quote and is not an order confirmation.

If you have any questions about your quote please contact us at noreply@iconography.co.uk or phone us on

Ready to Collect



Your IXO order is ready for collection

Hi Mike,

Your order number Z4762 is ready for collection at UK Warehouse.

If you would like any more help please do contact us.

Best wishes,

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Emails

Receipt



Your purchase with IXO

Dear Mr Mike Whitman,

Thank you for purchasing from IXO. Your receipt number is **Z4350**.

Billing Address:	Delivery Address:
Mr Mike Whitman Avalon Ashwell Park Ilminster Somerset TA3 9DX GB	Mr Mike Whitman Avalon Ashwell Park Ilminster Somerset ta19 99dx GB

Delivery Instructions:

Test test testtesttesttesttesttesttesttesttest

Telephone: 01321657987

Email: mike.whitman@iconography.co.uk

Product:	Qty:	Price:
Orla Kiely Mimosa L Shape Large Chaise Sofa Grade A (705629) Custom options... 1: Fabric - Message: A081-Boucle-Jute, Scatter Cushions - Message: 3663	1	GBP 1,050.00
Delivery (namedday)	1	GBP 0.00

10% Off Furniture @ GBP -105.00

Order Total (ex VAT): GBP 787.50

VAT @ 20%: GBP 157.50

Order Total (inc VAT): GBP 945.00

Amount Paid: GBP 945.00

Payments:

Card MANUAL 07/02/2023 @ 10:11 GBP 450.00

Card MANUAL 07/02/2023 @ 11:11 GBP 447.75

Card MANUAL 15/09/2023 @ 09:40 GBP 47.25

Registration



IXO registration

Hi Mr icon ography,

Thank you for registering with IXO - we are delighted you have joined us.

Your registration details are below:

Name: Mr icon ography

Email: info@iconography.co.uk

Address: Avalon, Ashwell Park Ashwell Ilminster Somerset TA19 9DX GB

Contact No: 03216579510

How did you hear about us:

Added to mailing list: no thank you

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Return Confirmation



Your return reference RMA82

Hi Mr Mike Whitman

We've received your return request.

Please return it to the address below, and we will process your refund request.

Please include the RMA reference on the packaging to avoid delays.

Your RMA reference is RMA82

IXO

Product:	Qty:	Status:
Reef One Biorb Black (AQ-0000)	1	Outstanding

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Return Outstanding



Your return reference RMA85

Hi Mr Mike Whitman

We have now received some of the items from your order, but others are still outstanding. Please send these to us as soon as possible, or let us know if you have changed your mind so that we can process your refund.

IXO

Product:	Qty:	Status:
Orla Klely Linden Chair Grade A (705628)	1	Outstanding

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Return Processed



Your return reference RMA79 - refund processed

Hi Mr Mike Whitman

We have received your items and have been able to process your request.

We have now refunded you GBP 1250.00. Please note that this refund may take up to 7 working days to appear in your account.

Product:	Qty:	Status:
Orla Kiely Linden Large Sofa Grade A (705624)	1	Approved

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Return Received



Your return reference RMA85

Hi Mr Mike Whitman

We have received your products and they are now with our customer service team for review, and we will be in touch shortly to update you on the status of your refund.

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Product:	Qty:	Status:
Orla Kieley Linden Chair Grade A (705628)	1	Outstanding

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Return Rejected



Your return reference RMA84 - return rejected

Hi Mr Mike Whitman

Unfortunately, we are unable to refund the following items on your return request.

Product:	Qty:	Status:
Leather Care Kit Small (36878)	1	Rejected

These will be returned to you using the same delivery address you used to place the order.

Please contact us at noreply@iconography.co.uk or phone us on if you require any further help.

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Review Chaser



Review your recent purchase at IXO

Hi Mike,

Thanks for your recent purchase with IXO. We hope you are happy with your product. If you have time we would appreciate your feedback.

Please click on the product below to submit your review.

[Alex Green Fabric Counter Stool](#)

Thank you

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Stock Notify



ECCO Crepetray Mini back in stock

Hi Michael,

The IXO Website now has stock of ECCO Crepetray Mini.

Get in quick before stock sells out again!

<https://ixo.iconography.co.uk/ecco-crepetray-mini/p36748>

Thanks for your interest in our products.

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Emails

Register Guest Account

This is sent to Guest Customers who have placed a Sales Order, either through the website, or in the POS/CMS.



Register your in store account

Hi Mr DanTesting DanTesting,

To create your new login password for your in store account, please click the below link:

[https://ixo.iconography.co.uk/register-guest?
link=61ceb6c02a5e90b8f6fe5c964af28811&instore=1](https://ixo.iconography.co.uk/register-guest?link=61ceb6c02a5e90b8f6fe5c964af28811&instore=1)

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