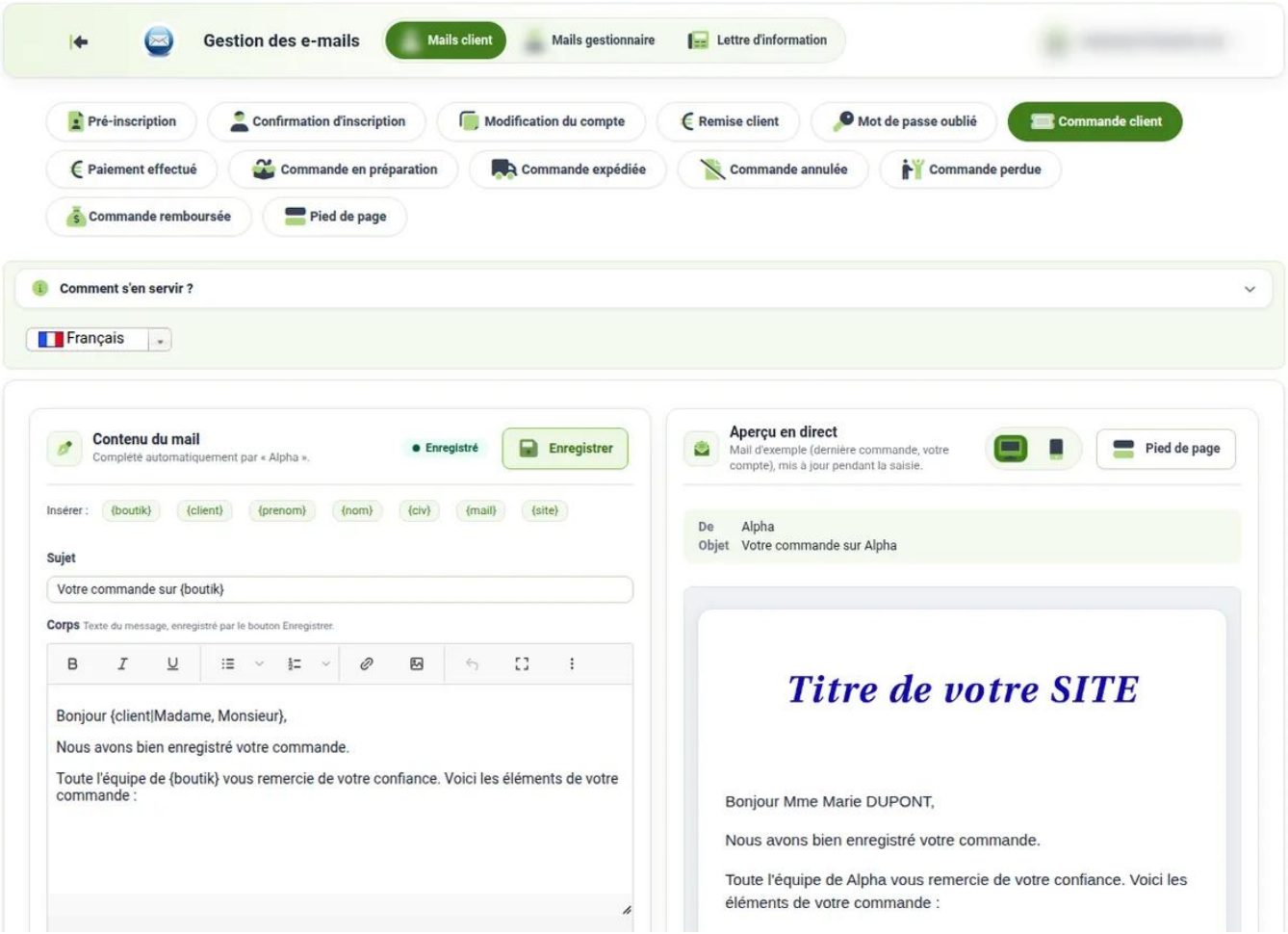
Orders and Customers

Which emails are sent automatically to my customers?

Your shop automatically sends emails to your customers at each important step.



Customer emails

- **Account**: pre-registration, registration confirmation, account change, forgotten password, discount granted;
- **order**: order recorded, payment made, order being prepared, order shipped;
- **incidents**: order cancelled, lost or refunded.

You yourself receive an email for each new order.

Customising them

Open the “Emails” menu. For each email, you edit the subject, the header image, the text and the footer, in each language, then click “Save”.

Test your emails by placing an order on your test site, then publish your texts.

See also: How do I send a newsletter to my customers?, How are my customers’ invoices created?, How do I track orders?.

Attached files:

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URL: https://faq.123ventes.com/content/5/50/en/which-emails-are-sent-automatically-to-my-customers.html

□□ Orders and Customers

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