

## **Boilerplate “Order Comment” for Suspect Orders**

If you need to cancel an order because you suspect it's fraudulent, you can include an Order Comment like the one below. If it turns out the order was legitimate, it will let your customer know what happened:

*“Good Afternoon, your order was flagged by our website administrator as possibly fraudulent. We tried to get a hold of you with the phone number listed but were unable to reach you. Since we cannot verify this order it will be cancelled and your card will not be charged. If you are still interested in ordering this book you can place a new order with a functioning phone number listed so that we can verify the purchase. Let us know if you have any questions. “*