Online shop order emails

Transactional emails with placeholders. English source and Spanish translation.

Language
Spanish (Español), es-MX, Mexico

Source
English, 170 words

Audience
Customers in Mexico who bought a blanket from an online shop and read these emails on a phone.

Tone
Warm and direct, in the tú form that the earlier samples use, with one plain apology and no exclamation marks.

English	Spanish
Greeting and sign-off	
Hello {name}, Context: First line of all three emails. {name} is the name that the customer asked the shop to use. The system inserts it unchanged, so do not add a title and do not write anything that depends on the customer's gender.	Hola, {name}:
Kind regards, Context: Closing line of all three emails, above the signature. Use the polite closing that a shop in your locale would use.	Saludos cordiales,
The Loomquill team Context: Signature under the closing line. Loomquill is the name of the shop and stays in Latin letters.	El equipo de Loomquill
Order confirmation	
Your order {orderNumber} is confirmed Context: Subject line of the order confirmation email. {orderNumber} is a code of letters and digits, for example LQ-20418. No full stop at the end.	Tu pedido {orderNumber} está confirmado
Thank you for your order from Loomquill. We received your payment of {amount} on {date}. Context: {amount} is inserted by the system as a currency amount in pounds sterling, formatted for the reader's locale, for example £64.00 in English. The system supplies the symbol or code and its position, so do not add a currency word. {date} is inserted by the system in the long date style of the reader's locale, for example 18 November 2026 in English. Build the sentence so that both values fit as the system formats them.	Gracias por tu pedido en Loomquill. Recibimos tu pago de {amount} el {date}.

English	Spanish
one Your order contains {count} item. other Your order contains {count} items. Context: {count} is a whole number, 1 or more, shown in digits. An item is one product in the order.	one Tu pedido incluye {count} artículo. many Tu pedido incluye {count} artículos. other Tu pedido incluye {count} artículos.
We weave each blanket after you order it. We will send you another email when your order leaves our workshop. Context: Loomquill sells blankets that are woven by hand. The workshop is the place where the blankets are made.	Tejemos cada cobija después de recibir tu pedido. Te enviaremos otro correo electrónico cuando tu pedido salga de nuestro taller.
Delivery delay	
Your order {orderNumber} will arrive late Context: Subject line of the delivery delay email. State the fact plainly, with no exclamation mark. {orderNumber} is a code of letters and digits, for example LQ-20418.	Tu pedido {orderNumber} llegará con retraso
We are sorry. Your order will arrive later than the date that we gave you. Context: The shop apologises once, in plain words, and then gives the fact. The shop is speaking, so "we" is the shop.	Lo sentimos. Tu pedido llegará después de la fecha que te indicamos.
The new delivery date is {date}. You do not need to do anything. Context: {date} is inserted by the system in the long date style of the reader's locale, for example 18 November 2026 in English. The second sentence reassures the customer: no action is needed.	La nueva fecha de entrega es el {date}. No necesitas hacer nada.
If the new date is not suitable for you, reply to this email and we will help you.	Si la nueva fecha no te conviene, responde a este correo electrónico y te ayudaremos.
Returns	
How to return an item from order {orderNumber} Context: Subject line of the email that explains how to return an item. {orderNumber} is a code of letters and digits, for example LQ-20418.	Cómo devolver un artículo del pedido {orderNumber}

English	Spanish
You can return any item within 30 days. The 30 days start on the day after your order arrives. The last day to send an item back is {date}. Context: The return period is exactly 30 days and is counted from the day after delivery. {date} is the last of those 30 days. {date} is inserted by the system in the long date style of the reader's locale, for example 18 November 2026 in English.	Puedes devolver cualquier artículo en un plazo de 30 días. Los 30 días empiezan a contar el día siguiente a la llegada de tu pedido. El último día para enviar un artículo de regreso es el {date}.
Pack the item in its original box. Write your order number, {orderNumber}, on the outside of the box. Context: {orderNumber} is a code of letters and digits, for example LQ-20418. Keep the commas around it or use the punctuation that your language needs there.	Empaca el artículo en su caja original. Escribe tu número de pedido, {orderNumber}, en el exterior de la caja.
After we receive the item, we will refund {amount} to you. Context: {amount} is inserted by the system as a currency amount in pounds sterling, formatted for the reader's locale, for example £64.00 in English. The system supplies the symbol or code and its position, so do not add a currency word.	Cuando recibamos el artículo, te reembolsaremos {amount}.

Review. Second editorial pass against the Microsoft Spanish (Mexico) style guide and the Diccionario del Español de México: checked the placeholders, the 30-day return period and the negations against the source, the tú form throughout, Mexican shop vocabulary, and each sentence with a formatted date and amount filled in. No native-speaker review.

Glossary

English	Spanish	Note
order	pedido	
item	artículo	
payment	pago	
blanket	cobija	The everyday Mexican word. Spain says manta.
workshop	taller	
delivery date	fecha de entrega	

English	Spanish	Note
to return (an item)	devolver	
to pack	empacar	Mexican usage. Spain prefers embalar.
to refund	reembolsar	
email	correo electrónico	The same term as in the earlier samples.

Translation decisions

A greeting with a comma and a colon
Spanish letters and emails close the greeting with a colon, and a comma separates the greeting word from the name, so Hello {name}, becomes Hola, {name}: with both marks. The closing line keeps its comma because the signature follows on the next line.

Sentences built around the formatted values
The date arrives from the system as 18 de noviembre de 2026, so the sentence supplies the article el before it. The amount arrives already formatted for Mexico, with the currency code before the figure, so the sentence adds no currency word and no symbol of its own.

Mexican shop vocabulary and the simple past
Blanket is cobija, pack is empacar and send back is enviar de regreso, where Spain would say manta, embalar and enviar de vuelta. We received is recibimos, the simple past that Mexican Spanish prefers for a finished action, not the compound form that is common in Spain.