Answering a 'where is my order' mail

1. Search the order by e-mail address or tracking code.
2. If the state is **Shipped**, send the tracking link from the order page — do not retype it.
3. If the state is **Paid** and the order is older than two working days, flag it to the warehouse channel.
4. Always end with the expected delivery window, not a promise of a date.

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