Hi [Customer Name],

Our store will be closed [on Thursday 26 and Friday 27] when we’ll be celebrating [Thanksgiving] with friends and family. Our e-shop, though, will be up and running as usual, so you can still browse our new [seasonal products]!

If you have any questions, check out our Help Center [or message ‘ShopBot’ from our website to get information about products, your order status, and more].

We’ll answer all outstanding messages once we get back.

Thank you and enjoy your weekend,

[The Acme Team]