

Gaps appear between rows when forwarded

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Applies To: ☒ PoliteMail Online ☒ PMUA ☐ PoliteMail Desktop

Version: ☐ 5.1 ☐ 5.2 ☐ 5.3 ☒ 5.35+

Email builders such as Beefree construct layouts from nested tables, rows, and cells. When an email is forwarded—especially through classic desktop Outlook—Outlook may inject Word-style html, css, or forwarding markup that alters the rendering.

This is most often seen when the recipient forwards the email in **classic Outlook for Windows**, because it uses the Word rendering engine. The effect can be inconsistent: the original recipient may see a good-looking email, while the next recipient sees extra white space between sections.



Because this is done by Outlook and is outside of PoliteMail, there is no way to prevent the rendering (short of moving everyone to the new Outlook). We recommend using the [Forward as Plain Text](#) feature to pass the message on to others if template fidelity is critically important for the forward.