

## PROJECT 1. Customer Thank-You Letter

Dear Valued Customer,

Thank you for your recent order from VeryFineBooks.com. Whether your purchase was a supplement to your own personal library or a gift for the literary enthusiast in your life, we're confident you'll be delighted with the superior quality and exclusivity of your shipment.

At VeryFineBooks.com, we're committed to providing you with the finest caliber of collectible publications from the most celebrated classic and contemporary authors. Our team of literary merchants and support staff work hard to deliver the following to each and every customer:

**Selection:** Although we do offer an extensive collection, you don't have to sift through hundreds of sub-par books to find superior products. Our hand-picked assortment includes only the most exceptional publications, many of which are signed works by some of the country's most illustrious writers and notable figures. We focus on quality, not quantity.

**Service:** Our courteous, knowledgeable customer care specialists are always available with prompt answers to your product- and order-related questions. We pride ourselves on providing superior, personalized service to ensure a smooth, hassle-free shopping experience.

**Expertise:** Years of experience in the publishing industry have made us authorities on exceptional literary offerings. We use our knowledge to acquire a unique and eclectic assortment of some of the finest, rarest publications available. Visit VeryFineBooks.com to view our collector resources or to submit a question.

**Guarantee:** We stand behind each of our products with a 100% money-back guarantee. If for any reason you're not completely delighted with your purchase, simply return it within 20 days for a full refund, no questions asked.

In addition to providing you with an elite selection of rare and hand-signed editions, we also offer a unique consignment service to owners of collectible books. Contact us for more information on how

VeryFineBooks.com can appraise and re-sell your publications, earning you a generous commission.

Again, we sincerely appreciate your business. We know you have numerous choices in online book sellers, and we're delighted you chose VeryFineBooks.com for your literary needs. If you have any questions, concerns, or special requests, feel free to contact us anytime at 1-888-772-6657, or send an email to [info@veryfinebooks.com](mailto:info@veryfinebooks.com).

Happy reading!

VeryFineBooks.com

## **PROJECT 2: Email for New Customer Accounts**

Dear Valued Customer,

Thank you for creating an account at VeryFineBooks.com. As a premier online retailer of exceptional literary publications and collectible, hand-signed editions, we strive to provide our customers with top-quality products, services, and support. At our website, you'll find rare, autographed works from some of the most influential and talented authors of our era, along with best-selling biographies from celebrities and notable figures.

In addition to high-caliber products, we also provide unique literary services. We offer appraisal and consignment of limited-edition and autographed publications, while providing the original seller with a generous commission. We also invite you to explore our library of Collector Resources, where we've compiled our extensive knowledge of the industry for your perusal.

Need a unique gift idea for the literary enthusiast in your life? Delight them with an exclusive edition from VeryFineBooks.com, or give the luxury of choice with a gift certificate in the denomination of your choosing. Our books and accessories make great additions to any home library or office.

Have a question or suggestion for us? Contact us anytime at 1-888-772-6657, or send an email to [info@veryfinebooks.com](mailto:info@veryfinebooks.com). Our courteous, knowledgeable customer care specialists are always available to assist you. We offer a highly secure, hassle-free online shopping environment and stand behind each of our products with a 100% money-back guarantee, so you can purchase with confidence.

Thanks again for your interest in VeryFineBooks.com. We look forward to serving your literary needs in the near future.

Happy reading!

VeryFineBooks.com