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ZAPPOS

**OFFICIAL SPONSOR OF
THE ZAPPOSHOW!**



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123 MAIN STREET

ANYTOWN US 12345-0123



**WE HOPE YOU ENJOYED THESE HIGHLY EDUCATIONAL PROMOTIONAL
MATERIALS ABOUT OUR SPONSOR, ZAPPOS.COM!**

Stay tuned for next week's episode of

The ZAPPOSHOW!

Until then, enjoy this zapptastic prize!

ENJOY 10% OFF YOUR NEXT PURCHASE AT ZAPPOS.COM.

Enter coupon code 'Zapptastic' during checkout.



Handbags



Clothing



Sunglasses



Watches



Beauty



Accessories



Housewares



Jewelry



Shoes



Sporting



Baby

We would like to thank you for being a
loyal viewer of...

The ZAPPOSHOW!

The game show where Zappos is always the right answer!

Now, stay tuned for a quick word
from our sponsor, **Zappos.com**
for the chance to win a
zappulous prize and
find out exactly why
they are the **number**
#1 online shoe
retailer in
the world!



WHAT ARE THE CORE VALUES?

We are a company founded on the importance of good service --- happy employees mean happy customers! Come to think of it, that's probably why we made *Fortune's* "100 Best Companies to Work For." In fact, everyone hired at Zappos undergoes 4 weeks of customer service training and must memorize all 916 brands that we currently stock (not really, but it would be entertaining if they did). As company and as people, we believe in these 10 strong core values:

- 1 Deliver WOW Through Service
- 2 Embrace and Drive Change
- 3 Create Fun and A Little Weirdness
- 4 Be Adventurous, Creative, and Open-Minded
- 5 Pursue Growth and Learning
- 6 Build Open and Honest Relationships With Communication
- 7 Build a Positive Team and Family Spirit
- 8 Do More With Less
- 9 Be Passionate and Determined
- 10 Be Humble

1.800.927.7671

WHAT DOES ZAPPOS SELL?

We sell the guarantee of customer satisfaction!
Oh, and a few million products, too...



Shoes



Sporting



Baby



Beauty



Accessories



Housewares



Jewelry



Handbags



Clothing



Sunglasses



Watches

WHY SHOULD I SHOP AT ZAPPOS?

There are literally hundreds of great reasons to shop on our web site, but after much debate, we have narrowed it down to the top 5 reasons.

POWERED by SERVICE.

ZAPPTASTIC REASON #1: Everyone

Unlike other stores, there is no minimum purchase on Zappos. You buy one thing or one hundred, your box will usually arrive with something today, find a Zappos box at your door tomorrow. "That was fast shipping." And it's always free, no bribing the employees (however, we're never ones to turn down a free donut).

Heel by Brand, Dress by Brand, Bag by Brand, Shorts by Brand, Sweatshirt by Brand, Pan Set by Brand, Mixer by Brand, Fondue pot by brand, Lipstick by Brand, Watch by Brand



is a winner with free shipping.

ps.com to get free shipping. Whether
ve by the next business day. Order
It might just make you say "Zam!"
employees or promotion codes required

d, Converse by Brand,
by Lucky Brand



Zappos
com

ZAPPTASTIC REASON #2: A 365

Zappos gives you not 30, 60 or 90 days to send your purchases back. That's a really long time to decide whether you like those shoes, the house. And you don't have to worry about finding that replacement, we conveniently keep all of your order information online. Well, and we want to reward you for it, so take your sweet time on

Heel by Brand, Dress by Brand, Bag by Brand, Shorts by Brand, Sweatshirt by Brand, Pan Set by Brand, Mixer by Brand, Fondue pot by brand, Lipstick by Brand, Watch by



5 Day Return Policy. Really.

...e back, but 365 days. Yep, an entire year.
...es enough to actually wear them out of
...ceipt or invoice months later, because
...e at Zappos understand procrastination,
... that return. Or not.

... Converse by Brand,
...y Lucky Brand



Zappos
com

ZAPPTASTIC REASON #3: Free Returns

Return shipping is always free, even if you send *everything* back. Just log on to Zappos.com and mail the box back, and we'll refund your credit card. No more driving back and forth to the store, waiting in line at the register, or finding that your husband doesn't wear the same size pants as in high school. Kids mysteriously grew 2 shoe sizes overnight again. You don't have to be a customer representative is always happy to listen.

Heel by Brand, Dress by Brand, Bag by Brand, Shorts by Brand, Sweatshirt by Brand, Pan Set by Brand, Mixer by Brand, Fondue pot by brand, Lipstick by Brand, Watch by Brand



Free Shipping. Unlimited Exchanges.

Just print a prepaid return label off
your card within a week. That means no
line at the returns counter, then awkwardly explain-
ing to the cashier like he told you, or that your
friend gave you the wrong size, or that your
partner gave you to tell us why, but a Zappos cus-

by Converse by Brand,
by Lucky Brand



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.com

ZAPPTASTIC REASON #4: Customer service

Customer service representatives at Zappos receive weeks of training to answer your phone call, e-mail, or chat message. And they really do stop caring because it's after 5:00 pm Central Standard Time. They answer any questions you might have, 24 hours a day, 7 days a week. We're not psychologists, but we can definitely help you with some retail

Heel by Brand, Dress by Brand, Bag by Brand, Shorts by Brand, Sweatshirt by Brand, Pan Set by Brand, Mixer by Brand, Fondue pot by brand, Lipstick by Brand, Watch by Brand



vice from real people that really care.

training before we even let them
ally want to help you --- we don't
There is someone at Zappos to an-
week. And we may not be licensed
therapy.

Converse by Brand,
Lucky Brand



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.com

ZAPPTASTIC REASON #5: Over 900 brands

There's nothing more frustrating than not being able to find your favorite brand. Zapptastic tells you something will be available 3 months from now. Zapptastic warehouse, just waiting for the right person to adopt them! We have such great taste, and you shouldn't have to wait until then. We will even send you an e-mail notification the second the item is available.

Heel by Brand, Dress by Brand, Bag by Brand, Shorts by Brand, Sweatshirt by Brand, Pan Set by Brand, Mixer by Brand, Fondue pot by brand, Lipstick by Brand, Watch by Brand



ands & 3 million products, all in stock.

our size at the store, or when a web site
Zappos keeps millions of products at our
We know that it's not your fault that you
that blouse it out of style to get it. Zappos
you are looking for becomes available.

, Converse by Brand,
y Lucky Brand



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