



Name:

Date:

From: Maze Online Books
To: Michael Smith
Date: January 27
Subject: Your recent purchase

Dear Mr. Smith,

Thank you for your recent order of *The Oldest Day* by Rachel Woodrow. We at Maze Online Books would like you to take a few minutes to write a review of the book online. In return, we're offering \$2 off your next book order from our website. Simply log in to your Maze account, view "recent purchases," and click on the "review" link to the right of the book you purchased.

Please understand that we're asking for a review of the content of the book, not of our services. If you had a problem with delivery or payment, please send a message to our customer service center at customer-service@mazebooks.com. Once your book review is complete, we will e-mail you a coupon code. The coupon can be used for book purchases, including e-books. However, it cannot be used to purchase other goods on our website.

Also, from next month, Maze will be lowering the price of our book-of-the-month service to only \$10 per month. Each month, you can choose one of five different books which are recommended based on the books that you like. It's a great way to get introduced to new authors. If you're interested, you can sign up today and get 10 percent off your first month by using this code: READ12

Sincerely,

The Maze Online Books Team

1. Maze Online Books has e-mailed Mr. Smith
 - a. to confirm his order of *The Oldest Day*
 - b. to ask him to review a book that he bought.
 - c. because he needs help logging in to his account.
 - d. because he was unhappy with his recent purchase.

2. What should Mr. Smith do if his book was damaged during delivery?
 - a. Exchange it for other goods on the store's website.
 - b. Write about it in his review of the book.
 - c. Tell Maze and get a coupon code.
 - d. Send an e-mail to the customer service center.