

September 13, 20—

Ms. Nancy Luo
1387 Rim Drive
Flagstaff, AZ 86001-3111

Dear Ms. Luo:

We were pleased to see that you have used our Web site at www.tosabi.com to inquire about our online catalog. We specialize in computer drives of all types: CD-ROM, DVD, Zip, Jaz, floppy, and hard drives. I have enclosed a listing of our most popular CD-ROM writers that will appear online next week in our catalog. As a new customer, you are invited you to visit our catalog and place your order at these special prices.

Our online customers receive the same privileges as our hard-copy catalog shoppers. These online privileges include:

- No shipping charges.
- Toll-free customer support line.
- Discounts on 10 or more purchases.
- Ninety-day warranties (parts and labor) on all purchases.

We look forward to many years of doing business with you. Please e-mail me at nmendez@tosabi.net if you have any questions or would like additional information.

Sincerely,

Nancy Mendez
Sales and Marketing Director

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Enclosure
c: S. Choi, W. Matson