

**From:** Jason Goldberg <[REDACTED]>

**To:** jeeproject@yahoo.com

**Subject:** In Response To Your Feedback about Fab.

**Date:** Tue, 13 Aug 2013 15:14:50 +0000

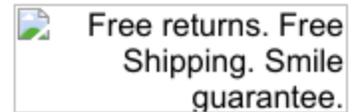
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 Fab Smiles  
Guaranteed Logo

 Free returns. Free  
Shipping. Smile  
guarantee.



Hi.

For the last month or so, we've been asking our customers how they feel about Fab. The feedback we've received has been humbling, and has got me and others here thinking about how we can make Fab better, for everyone.

We came up with a simple promise: **The Fab Smile Guarantee**. If anything about your Fab experience doesn't make you smile, let us know and we'll do whatever we can to fix it.

Today, as part of our **Smile Guarantee**, we're introducing **free returns**, **free shipping** (for orders over \$49 and for orders that take more than 5 days to ship) and **price matching**. That's just the start. **Our Smile Guarantee is our promise to you.**

We're also rethinking our emails to make sure every email we send is timely and relevant to you.

Your feedback helps us make Fab better. If you have any other ideas of how we can improve Fab, please reply to this email to let me know.

Thank you for being part of Fab.

**Smile, it's guaranteed.**

Jason Goldberg  
CEO, Fab.com



 Smiles Guaranteed Image

 Free Returns  
Image

## Free Returns.

We want you **to love your purchase**.  
If you don't, send it back (for free) and get your money back.  
No questions asked.

[Learn more](#)

## Free Shipping.

Orders over \$49 ship **free**.  
Items that take a little longer for delivery also ship free.

 Free Shipping  
Image

[Learn more](#)

 Best Price Match  
Image

## Best Price Match.

Find a better price for the same item?  
Contact us within 14 days of purchase  
and **we'll match it.**

[Learn more](#)

## Smile, it's guaranteed.

 SMiles, it's  
guaranteed image



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