



Nostalgic Candy
 400 East Oak St., Suite 3
 Oak Creek, WI 53154

September 26th, 2013

Mrs. Jane Doe
 1234 Elm Street
 Dearborn, MI 48128

Dear Mrs. Doe:

We sincerely apologize for the lateness of our reply. Your patience is greatly appreciated, and we are happy to help you in any way we can.

After researching each of the three types of candy you specified in your letter, we are happy to inform you that the Wax Bottles and the Candy Buttons can each be purchased individually, however the Pumpkin Seeds are sold only in our goodie bag package. Here is a pricing chart with each candy you specified:

Type of Candy	Price
Candy Buttons	\$1.25 for 4-pack
Wax Bottles	\$1.25 for 5-pack \$19 for 18-pack (\$3.50 savings)
Old-Fashioned Candy Goodie Bag	\$4 Includes pumpkin seeds, Pixy Stix, candy cigarettes, Chick-O-Stick, Twizzlers, Candy Necklace, Charms Pop, and Sugar Daddy Sucker

To make a purchase, you can call your order in at (414)304-5760. You can pay with cash or use a Visa, MasterCard, or Discover credit or debit card, but we do not accept personal checks. All purchases include a shipping charge of at least \$9 depending on the purchase price, but we would like to give you **free shipping** due to the lateness of our reply. As a reference, we have included this chart of shipping charges for any purchases you make in the future:

Price Range	Shipping Charge
Under \$40	\$9
\$40 to \$50	\$10
\$50 to \$75	\$13
\$75 to \$100	\$15
\$100 to \$150	\$20
\$150 to \$175	\$25
\$175 and above	Free Shipping

We have also included with this letter a few Nostalgic Candy coupons you can use to receive \$5 off any gift basket. We have an expansive selection of gift baskets which are perfect for special occasions like birthdays, anniversaries, and Valentine's Day. The coupons are valid through the end of 2013.

Thank you for contacting us with your questions, and we hope to provide you with very high quality service in the future. If you have any more questions, please contact us again and we will gladly be of assistance.

Sincerely,

Jake Miller
 Customer Service Representative