

On Wed, Jul 4, 2007 at 4:05 PM, Ann Smith <sales@ectacodeal.com> wrote:

Dear *****,

Thank you for ordering from Ectaco, Inc. We are glad you have found our products useful and interesting.

Your business is important to us and we do everything we can to insure your complete satisfaction. From start to finish we are dedicated to providing you with a pleasant and rewarding shopping experience.

Following is the information concerning your recent order. Please check that it is correct.

Should you find any errors, please reply to this message immediately.

Once again, thank you for choosing Ectaco, Inc. We appreciate your vote of confidence and are pleased to provide you with the best products and services at the lowest possible prices.

Sincerely,

Customer Support Team

1-800-710-7920 (for US) ext.204

1-718-728-6110 (outside US) ext. 204

or

1-718-228-1303

Please note: Support for software purchases is only available by email. If you have any questions or concerns about your software, please write to us at sales@ectacodeal.com

ORDER SUMMARY

Order# **EDL-XXXXX**

Site: <http://www.ectacodeal.com>

ECTACO Shopping

Full name	*****
E-mail address	*****@gmail.com
Phone	*****
Payment method	Credit card

SHIPPING INFO

Shipping address	*****
Shipping address2	*****
City	*****
State	*****
Zip code	*****
Country	Canada

BILLING ADDRESS

Name	*****
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Address *****
Address 2 *****
City *****
State *****
Zip code *****
Country Canada

CUSTOMER COMMENTS

PRODUCT INFO

Name	Qty	Price	Subtotal
Extra 2-year warranty	1	\$50.00	\$50.00
ECTACO English <-> Bulgarian Partner EB400T	1	\$179.95	\$179.95
Adapter	1	\$14.95	\$14.95
Standard Shipping & Handling - \$10.35 - Free Today!		\$0.00	\$0.00
Grand total:			\$244.90*

*We provide free shipping & handling within US and Canada. Shipping to Europe is \$30, shipping to other parts of the world is \$50, sales and/or customs taxes are not included in the total.

Shipping

Today we provide free shipping & handling within the US and Canada. Customs duties that may be payable are not included in the total and are the sole responsibility of the customer.

Returns

We will provide a full refund (less shipping & handling) within 15 days on the ECTACO English <-> Bulgarian Partner EB400T if you are not completely satisfied with your purchase. To receive the full refund (less shipping & handling) please indicate "**return code *******" on the parcel. Your credit card statement will show the item as "return from "Ectaco, Inc."

Your credit card statement will show a charge from "Ectaco, Inc."

Customer Service

If you have questions concerning the use of our products, please try to find answers in the [FAQ Section](#) and manuals before contacting us.

To ask us an immediate question directly, please fill out the on-line [support form](#) and you will receive a response from our Customer Support Manager, Mr. Paul Feo, within 1 business day or contact us by writing sales@ectacodeal.com or calling 1-800-710-7920 (for US) ext.204, 1-718-728-6110 (outside US) ext. 204.

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Please be sure to let us know your order number when contacting us.

Your Account

A record of your order is kept in the "Your Account" section of the website. This section contains your [Download Links](#), [Registration Keys](#) and [Order History](#). To access "[Your account](#)" information please login with the e-mail address you used to complete this order.

To get instant and professional technical support for your hand-held translators and linguistic software, please visit our Forum at <http://www.ectacodeal.com/forum/> and ask your question. We will be glad to assist you!

Your automatically generated password is : *****. If you wish to change your password click [here](#)

Best regards,
Ann Smith,
Sales Manager,
Ectaco Inc.,
sales@ectacodeal.com
<http://www.ectacodeal.com>