

THANK YOU!

BY PURCHASING THIS E-BOOK,
YOU'VE HELPED KEEP MY SERVICES
ALIVE, AND FOR THAT I THANK
YOU.

I HOPE YOU ARE 101% SATISFIED
WITH YOUR PURCHASE AND
CHOOSE TO BUY FROM US AGAIN.

AS LONG AS YOU STICK TO THE
INSTRUCTIONS IN THIS E-BOOK,
YOU'RE BOUND TO SUCCEED!

DISCLAIMER

ANYTHING WRITTEN IN THIS E-BOOK IS FOR
EDUCATIONAL PURPOSES ONLY, AND THE
AUTHOR CANNOT BE HELD RESPONSIBLE FOR
THE READERS ACTIONS NOR CONSEQUENCES.



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CONTACT METHODS ARE WHAT YOU USE TO GET IN CONTACT WITH THE COMPANIES AND/OR INDIVIDUALS THAT YOU ARE GOING TO BE SOCIALLY ENGINEERING FOR THE PRODUCT(S).

SUCH AS:

E-MAIL

PHONE

LIVE SUPPORT CHAT

WRITTEN LETTERS.

MOST EFFECTIVE CONTACT METHODS

A) PHONE

THIS METHOD IS ONE OF THE BEST, IF YOU HAVE THE CONFIDENCE, IT PUTS WHO EVER YOU ARE TALKING TOO ON THE SPOT, ESPECIALLY IF YOU'RE GOING WITH A TACTIC OF DISGUST AND ANGER, IF YOU SEEM ENRAGED WITH WHAT'S HAPPENED, THEY HAVE TO RESPOND (WITHIN REASON).

IF YOU LET THEM KNOW HOW UPSET YOU ARE, THEY CAN'T FOB YOU OFF WITH THE SAME PRE-WRITTEN RESPONSES THAT THEY CAN WITH EMAILS OR LIVE SUPPORT.

B) E-MAIL

THIS IS SECOND TO THE PHONE CALL, AND COMES JUST BEFORE LIVE CHAT, REASON BEING IS, UNLIKE THE PHONE CALL / LIVE CHAT, IF YOU'RE PUT ON THE SPOT RATHER THAN THE PERSON YOU'RE SPEAKING TOO, YOU HAVE PLENTY OF TIME TO RESPOND, SO FOR BEGINNERS, THIS IS A GREAT START.

ALTERNATIVE CONTACT METHODS

C) LIVE CHAT

LIVE CHAT IS JUST AS GOOD, BUT AS I STATED ABOVE, FOR BEGINNERS, IT'S NOT SUGGESTED.

D) WRITTEN LETTERS

THIS TAKES A LOT OF EFFORT, AND TAKES A LONG TIME!, NOT WORTH IT IN MY OPINION.

BUT IF IT'S YOUR ONLY OPTION A WRITTEN LETTER CAN SEEM MORE FORMAL.



DIFFERENT PROTEINS & THEIR PROPERTIES

WHEY

WHEY PROTEIN IS YOUR MOST COMMON FORM, IT HITS YOUR CELLS WITHIN HALF AN HOUR > AN HOUR, AND IS WHAT IS NORMALLY TAKEN PRE/POST WORKOUT.

CASEIN

THIS IS WHAT YOU WOULD NORMALLY TAKE BEFORE BED, OR IN THE MORNING, IT'S A SLOW RELEASE PROTEIN AND RELEASES OVER A TIME BETWEEN 5-8 HOURS.

WHEY ISOLATE/ISOLATE.

THIS TENDS TO BE A FAVOURITE FOR CUTTING, IT GIVES YOU ALL YOUR PROTEIN NEEDS WITH MINIMAL OR NO CARBOHYDRATES.

FINDING AN APPROPRIATE COMPANY TO APPROACH

RESEARCH IS KEY.

SCOUT AROUND GOOGLE, SURPRISINGLY ENOUGH YOU WANT BIG COMPANIES, THEY TEND TO BE MORE ORGANIZED, BUT WONT HAVE AS MUCH TIME TO DEAL WITH INDIVIDUAL CLAIMS.

BUT MAKE SURE YOU FIND OUT WHAT THEIR CUSTOMER SERVICE POLICY IS, YOU DON'T WANT TO SE TWO PROTEIN PRODUCING COMPANIES IF THEY HAVE THE SAME CUSTOMER SERVICE DEPARTMENT/AGENCY.

CONTACTING THEM.

FIND THEIR CONTACT METHODS, YOU WANT TO PRIORITIZE WHAT'S EASIER FOR YOU, AND MORE SUITED TOO YOU, IF THEY HAVE A PHONE SERVICE, DO SOME RESEARCH, CALL UP IN A DIFFERENT VOICE THAN YOU ARE PLANNING TO SE THEM WITH, AND SEE HOW PROFESSIONAL THEY ARE.

WHAT TO COVER IN YOUR CONVERSATIONS

THE INITIAL GREETING.

YOU WANT TO FIGURE OUT YOUR APPROACH,
ANGRY?, CONFUSED?, OR JUST DISAPPOINTED.
GOING WITH THE ANGRY/ANNOYED APPROACH, CALL THEM AND
SAY SOMETHING ALONG THE LINES OF;

*“HELLO, BEFORE WE CONTINUE THIS CONVERSATION MAY I ASK
YOUR NAME?”*

THIS WILL SHOW THEM THAT YOU'RE SERIOUS ABOUT WHAT YOU'RE
SAYING AND WILL NOT TAKE BEING “FOBBED” OFF TOO LIGHTLY.

AS THE CONVERSATION PROGRESSES.

AFTER YOU'VE COVERED YOUR INTRODUCTION, MAKE SURE YOU
WRITE DOWN KEY INFORMATION, SUCH AS THE COMPANIES
REPRESENTATIVE'S NAME, BE SURE TO HAVE WHAT PROTEIN YOU
ARE TRYING TO SE INSIDE YOUR HEAD, OR WRITTEN DOWN, WHERE
YOU SUPPOSEDLY BOUGHT IT FROM, AND FINALLY, WHAT'S WRONG
WITH IT.

WHEN EVER YOU ADDRESS THE REP, CALL THEM BY THEIR FIRST
NAME, BE SURE TO ASSERT AUTHORITY, THE LAST THING THEY ARE
GOING TO TAKE SERIOUSLY IS A 14 YEAR OLD BOY ON THE OTHER
END OF THE PHONE, MUMBLING AND STUTTERING UNDER THE
PRESSURE.

TELL THEM HOW YOU WENT BACK TO THE STORE YOU BOUGHT IT
AT, AND THEY REFEREED YOU TO CUSTOMER SERVICES AS IT WAS
A PROBLEM WITH THE PRODUCT ITSELF, AND WAS NOTHING TO DO
WITH THEM, SAY SOMETHING ALONG THE LINES OF

*“I VISITED THE STORE ***** WHILE I WAS STAYING WITH FAMILY
IN *****”*

DON'T DELIBERATELY MENTION A REPLACEMENT, JUST INSINUATE
IT, SHOW YOUR DISGUST IN THE SERVICE AND HOW ANGERED YOU
WERE THAT THEY REFEREED YOU TO CUSTOMER SERVICE, AND
THAT AS YOU DON'T DRIVE ETC, YOU DO NOT HAVE THE MEANS TO
GET BACK TO THE STORE FOR QUITE A WHILE
(THIS WILL PUSH THEM AWAY FROM ASKING YOU TOO GO BACK TO
THE STORE)

TYPICAL ISSUES WITH PROTEIN TUBS.

PROTEIN PEPTIDES HAVE SEPARATED FROM THE FLAVOURED
POWDER
(DUMB IT UP SO YOU SOUND UNINFORMED, BUT DON'T SOUND
STUPID.)

SEAL WAS UNDAMAGED YET THE PROTEIN TUB WAS MORE THAN
HALF EMPTY. (IF SE'ING THE PROTEIN PRODUCER ITSELF)

SEAL WAS DAMAGED, AND THE PROTEIN WAS HALF EMPTY.
(IF SE'ING THE PROTEIN FROM A 3RD PARTY SELLER)

PROTEIN TUB WAS CRACKED AT THE BOTTOM WHEN IT ARRIVED,
DIDN'T NOTICE UNTIL NOW.

TIEING UP THE CONVERSATION.

YOU'VE WON OVER THE REPRESENTATIVE, AND THEY'RE ONTO THE
SUBJECT OF A REPLACEMENT / REFUND, TELL THEM HOW YOU'RE
VERY SORRY FOR ALL THE TROUBLE BUT IT'S A LOT OF MONEY ETC,
A LOT OF PEOPLE ONCE THEY'VE SE'D WILL JUST CUT IT THERE,
DON'T FALL INTO THIS MINDSET, BE RESPECTFUL AS YOU CAN
ALWAYS TRY TO SE THEM A SECOND TIME.

HOW TO WORD E-MAILS

BE FORMAL!

DON'T FORGET TO BE FORMAL, DON'T USE WORDS LIKE "UR" "YH", ETC, REMEMBER YOUR PUNCTUATION, AND TOO ADDRESS THE REPRESENTATIVE APPROPRIATELY, HE ISN'T YOUR FRIEND.

THE BEST WAY I CAN SHOW YOU THIS IS GIVE YOU AN EXAMPLE.

EXAMPLE;

To whom it may concern,

*I'm a regular customer of yours, and I've got no other option but to air my disgust to you, I've never dealt with such audacity while purchasing a product in my life, I recently purchased *****, from *****, when I got home I found that the Protein looked sort of empty, I placed the tub onto my scales and found that the supposedly 5KG tub, turned out to be 1.3KG, I took it back to the store and spoke to a blonde haired woman, who insisted it was not a problem with the store, but it was infact a problem with the product and to contact you, I feel like I've been robbed and would appreciate some sort of feedback on this situation.*

NAME HERE.

TROUBLE SHOOTING!

Q - "RETURN THE PRODUCT TO THE STORE"

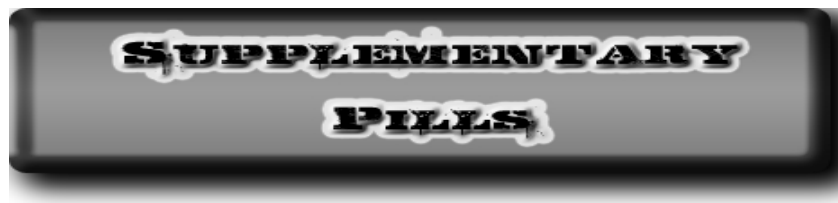
A - "I WAS STAYING WITH SOMEONE AT THE TIME, I WENT BACK THERE WHILE I WAS STILL STAYING WITH THEM, BUT THEY REFEREED ME TOO YOU, I'M NOW BACK IN ****"

Q - "CAN YOU FORWARD US A RECEIPT"

A - "I NEVER USUALLY HAVE PROBLEMS SO I DISCARDED IT ALMOST JUST AS I BOUGHT THE PRODUCT, I'M SORRY I DIDN'T BARGAIN ON BEING DISAPPOINTED....."

Q - "WE'VE NEVER HAD A PROBLEM LIKE THIS / IMPOSSIBLE"

A - "WELL QUITE CLEARLY IT'S NOT, YOU CAN'T GET ME OFF THE PHONE BY INSISTING IT'S MY FAULT, I WONT TOLERATE IT."



IDENTIFYING THE PILLS/SUPPLEMENTS.

RESEARCH IS KEY.

IF YOU'RE GOING TO ATTEMPT TO SE PILLS/SUPPLEMENTS YOU'RE GOING TO NEED TO DO YOUR HOMEWORK, THERE'S NO POINT CALLING UP A COMPANY THAT SELLS SOLID PILLS, AND TRYING TO SE SOME OIL-BASED CAPSULES, DO YOUR HOMEWORK!

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SCOUT AROUND GOOGLE, SURPRISINGLY ENOUGH YOU WANT BIG COMPANIES, THEY TEND TO BE MORE ORGANIZED, BUT WONT HAVE AS MUCH TIME TO DEAL WITH INDIVIDUAL CLAIMS.

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(THIS WILL PUSH THEM AWAY FROM ASKING YOU TOO GO BACK TO
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TYPICAL ISSUES WITH PILLS.

SOLID PILLS HAVE CRUMBLLED IN THE HOLDER, NO FIT STATE TO CONSUME.

EMPTY PILL BOTTLE / VERY LITTLE PILLS.

SEAL WAS BROKEN ON THE TUB AND IT LOOKS AS THOUGH IT MAY HAVE BEEN TAMPERED WITH.

OIL BASED PILLS HAVE BURST AND LEAKED CAUSING THE REST OF THEM TO BE STICKY.

TIEING UP THE CONVERSATION.

YOU'VE WON OVER THE REPRESENTATIVE, AND THEY'RE ONTO THE SUBJECT OF A REPLACEMENT / REFUND, TELL THEM HOW YOU'RE VERY SORRY FOR ALL THE TROUBLE BUT IT'S A LOT OF MONEY ETC, A LOT OF PEOPLE ONCE THEY'VE SE'D WILL JUST CUT IT THERE, DON'T FALL INTO THIS MINDSET, BE RESPECTFUL AS YOU CAN ALWAYS TRY TO SE THEM A SECOND TIME.

TROUBLE SHOOTING!

Q - "RETURN THE PRODUCT TO THE STORE"

A - "I WAS STAYING WITH SOMEONE AT THE TIME, I WENT BACK THERE WHILE I WAS STILL STAYING WITH THEM, BUT THEY REFEREED ME TOO YOU, I'M NOW BACK IN ****"

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Q - "WE'VE NEVER HAD A PROBLEM LIKE THIS / IMPOSSIBLE"

A - "WELL QUITE CLEARLY IT'S NOT, YOU CAN'T GET ME OFF THE PHONE BY INSISTING IT'S MY FAULT, I WONT TOLERATE IT."



IDENTIFYING THE DRINK YOU WANT

YES, AGAIN, RESEARCH!

I KNOW I'M BANGING ON A BIT NOW, BUT I CANNOT STRESS IT ENOUGH, RESEARCH IS KEY, FIND OUT WHAT THE DRINK CONTAINS, WHAT POSSIBLE ISSUES COULD GO WRONG WITH IT ETC.

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THIS WILL SHOW THEM THAT YOU'RE SERIOUS ABOUT WHAT YOU'RE SAYING AND WILL NOT TAKE BEING “FOBBED” OFF TOO LIGHTLY.

AS THE CONVERSATION PROGRESSES.

AFTER YOU'VE COVERED YOUR INTRODUCTION, MAKE SURE YOU WRITE DOWN KEY INFORMATION, SUCH AS THE COMPANIES REPRESENTATIVE'S NAME, BE SURE TO HAVE WHAT PROTEIN YOU ARE TRYING TO SE INSIDE YOUR HEAD, OR WRITTEN DOWN, WHERE YOU SUPPOSEDLY BOUGHT IT FROM, AND FINALLY, WHAT'S WRONG WITH IT.

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TELL THEM HOW YOU WENT BACK TO THE STORE YOU BOUGHT IT AT, AND THEY REFEREED YOU TO CUSTOMER SERVICES AS IT WAS A PROBLEM WITH THE PRODUCT ITSELF, AND WAS NOTHING TO DO WITH THEM, SAY SOMETHING ALONG THE LINES OF

*“I VISITED THE STORE ***** WHILE I WAS STAYING WITH FAMILY IN *****”*

DON'T DELIBERATELY MENTION A REPLACEMENT, JUST INSINUATE IT, SHOW YOUR DISGUST IN THE SERVICE AND HOW ANGERED YOU WHERE THAT THEY REFEREED YOU TO CUSTOMER SERVICE, AND THAT AS YOU DON'T DRIVE ETC, YOU DO NOT HAVE THE MEANS TO GET BACK TO THE STORE FOR QUITE A WHILE (THIS WILL PUSH THEM AWAY FROM ASKING YOU TOO GO BACK TO THE STORE)

TYPICAL ISSUES WITH SPORT DRINKS.

DRINK HAD A GREEN RESIDUE IN THE BOTTOM OF THE BOTTLE
(MOULD)

SEAL AROUND THE SIDE WAS BROKEN AND YOU FOUND MUCUS ON
THE RIM OF THE BOTTLE.

WHITE SUBSTANCE HAS FLOATED TO THE BOTTOM OR THE TOP OF
THE BOTTLE AND YOU CAN TASTE IT WHEN YOU DRINK.

TASTELESS AND STALE.

TROUBLE SHOOTING!

Q - "RETURN THE PRODUCT TO THE STORE"

A - "I WAS STAYING WITH SOMEONE AT THE TIME, I WENT BACK
THERE WHILE I WAS STILL STAYING WITH THEM, BUT THEY
REFEREED ME TOO YOU, I'M NOW BACK IN ****"

Q - "CAN YOU FORWARD US A RECEIPT"

A - "I NEVER USUALLY HAVE PROBLEMS SO I DISCARDED IT
ALMOST JUST AS I BOUGHT THE PRODUCT, I'M SORRY I DIDN'T
BARGAIN ON BEING DISAPPOINTED....."

Q - "WE'VE NEVER HAD A PROBLEM LIKE THIS / IMPOSSIBLE"

A - "WELL QUITE CLEARLY IT'S NOT, YOU CAN'T GET ME OFF THE
PHONE BY INSISTING IT'S MY FAULT, I WONT TOLERATE IT."

Q - "THE DRINK DOESN'T CONTAIN A WHITE SUBSTANCE ETC"

A - "WELL HOW AM I MEANT TO KNOW WHAT YOUR DRINK IS MADE
OUT OF, ALL I KNOW IS IT'S HORRIBLE AND IN MY EYES DOESN'T
LOOK RIGHT, I REFUSE TO PUT UP WITH THIS."



A DIFFERENT BALL GAME.

SUPERMARKETS ARE NOT THE SAME!

WHEN SE^ING SUPERMARKETS, IT'S NOT LIKE SE^ING A PRODUCT, YOU'RE SE^ING A COMPANY FOR WHAT IS NORMALLY VOUCHERS, YOU CANT SAY A PRODUCT WAS FAULTY ETC, YOU HAVE TO ADDRESS AN ISSUE WITH THE STORE ITSELF.

DOX^ING THE SUPERMARKET

LOCATION, LOCATION... EMPLOYEE'S?

FIRST OF ALL, YOU WANT TO FIND WHAT STORE YOU VISITED, THIS IS EXTREMELY IMPORTANT, SO DON'T FORGET IT, I NORMALLY CHOOSE A STORE QUITE FAR AWAY, SO THAT IF THEY ASK ME TO JUST GO BACK TO THE STORE, I HAVE AN EXCUSE NOT TOO.

YOU ALSO WANT TO FIND OUT AN EMPLOYEE'S NAME, THIS WILL BE USED LATER WHEN I SHOW AN EXAMPLE.

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AS THE CONVERSATION PROGRESSES.

THIS ISN'T THE SAME AS PRODUCTS, YOU WANT TO IDENTIFY YOUR PROBLEM IMMEDIATELY, WHAT I NORMALLY SAY IS I BOUGHT A LOT OF FOOD ETC, AND AS I WAS LEAVING THE STORE AFTER PAYING FOR IT, ONE OF THE ITEMS WAS LEAKING (TENDS TO BE AN EXPENSIVE ITEM), I CALLED OVER A STORE CLERK AND THEY SAID THEY WOULD GO AND CHANGE IT QUICKLY FOR ME BEFORE I LEFT, THEY WALKED OFF WITH IT AND 20 MINUTES LATER HAD NOT RETURNED (REMEMBER YOU'VE ALREADY PAID FOR THIS ITEM!), ALSO STATE THAT YOU TRIED TO TELL A MEMBER OF STAFF BUT COULDN'T FIND ANY WHO WERE NOT BUSY.

TYPICAL ISSUES WITH PILLS.

SOLID PILLS HAVE CRUMBLLED IN THE HOLDER, NO FIT STATE TO CONSUME.

EMPTY PILL BOTTLE / VERY LITTLE PILLS.

SEAL WAS BROKEN ON THE TUB AND IT LOOKS AS THOUGH IT MAY HAVE BEEN TAMPERED WITH.

OIL BASED PILLS HAVE BURST AND LEAKED CAUSING THE REST OF THEM TO BE STICKY.

TIEING UP THE CONVERSATION.

YOU'VE WON OVER THE REPRESENTATIVE, AND THEY'RE ONTO THE SUBJECT OF A REPLACEMENT / REFUND, TELL THEM HOW YOU'RE VERY SORRY FOR ALL THE TROUBLE BUT IT'S A LOT OF MONEY ETC, A LOT OF PEOPLE ONCE THEY'VE SE'D WILL JUST CUT IT THERE, DON'T FALL INTO THIS MINDSET, BE RESPECTFUL AS YOU CAN ALWAYS TRY TO SE THEM A SECOND TIME.

TROUBLE SHOOTING!

Q - "WHAT DID THE STORE CLERK LOOK LIKE?"

A - "WELL I DIDN'T MANAGE TO CATCH HIS NAME BUT I REMEMBER HE HAD SPOTS, BROWN HAIRE, I COULDN'T SEE HIS EYES, BUT HE LOOKED AROUND 5 FOOT 9."

Q - "RETURN TO THE STORE AND ADDRESS YOUR ISSUE"

A - "THE STORE WAS IN *****, I NO LONGER LIVE THERE/AM NOT THERE ANY MORE."



WHY NOT TO FEAR CALL BACKS!

YOU ARE SAFE!

YOU HAVEN'T COMMITTED FRAUD, AND EVEN IF YOU HAVE, THEY AREN'T GOING TO COME TOO YOUR HOUSE FOR A \$50 TUB OF PROTEIN, IT'S JUST NOT WORTH THEIR TIME, 99% OF THE TIME THEY WILL BE CALLING YOU TOO CONFIRM YOUR ADDRESS TO SHIP YOUR FREE ITEMS.

HOW TO SPEAK ON THE PHONE

EASY DOES IT

SOUND SURPRISED, BUT NOT SHOCKED, IF YOU'RE THAT WORRIED ABOUT TALKING TOO THEM, TELL THEM THAT YOU'RE JUST ON YOUR WAY OUT AND ASK POLITELY IF THEY CAN RE-CALL LATER ON IN THE DAY, THIS WILL GIVE YOU SOME TIME TO FIGURE OUT A GAME PLAN FOR THE CONVERSATION.



CONFIDENCE BUILDING

WHAT'S TOO FEAR?

PRACTICE YOUR CONVERSATIONS IN THE MIRROR, TRY AND PREDICT WHAT THEY WILL ASK YOU, IF IT HELPS, SPEAK IN A FUNNY VOICE, I FOUND WHEN YOU SPEAK IN A FAKE VOICE, IT HELPS MASK WHO YOU ARE SUBCONSCIOUSLY, AND YOU FIND IT A LOT EASIER TO TALK TO THE REPRESENTATIVE.

LAST RESORT

OH SHIT!

THEY'RE ANNOYING YOU SENSELESS, CALLING FOR RECEIPTS. WHAT ARE YOU GOING TOO DO?, KINDLY TELL THEM THAT YOU'VE DECIDED TO COMPLAIN THROUGH MORE OFFICIAL CHANNELS, AND REFUSE TO BE DEALT WITH BY THEM ANY MORE, THEY SHOULD LEAVE YOU BE.



PROBLEMS

CURIOUS SALES PEOPLE

OCCASIONALLY AS YOU GO TO SPEND YOUR VOUCHERS, YOU CAN BUMP INTO SOME SALES PEOPLE WHO WILL ASK YOU HOW YOU OBTAINED THEM ETC.

REFUSAL

AFTER BEING SENT THE VOUCHERS, YOU CAN ENCOUNTER SALES PEOPLE WHO SAY THAT THE VOUCHER ISN'T VALID, IF YOU'VE BEEN TOLD BY THE COMPANY THAT IT WAS, LET THEM KNOW, AND IF NECESSARY BRING ALONG THE LETTER THAT WAS SENT WITH THE VOUCHER.

RESEARCH

How?

FIND OUT HOW THE VOUCHERS YOU'VE BEEN SENT ARE OBTAINABLE, THAT WILL BE CRUCIAL IF YOU ENCOUNTER AN ASS HOLE OF A SALES REP.

EXCUSES

HOW DID YOU OBTAIN THIS VOUCHER?

I HAD AN ISSUE WITH ONE OF YOUR PRODUCTS FROM ANOTHER STORE, THEY GAVE THESE IN EXCHANGE FOR A REFUND

WE CANT ACCEPT THIS VOUCHER

GIVE THEM THE COVERING LETTER THAT CAME WITH IT AND EXPLAIN THE SITUATION ABOVE.

Alcohol applies the same logics as Sports drinks.

Thank you for purchasing Exe1337's E-Book.