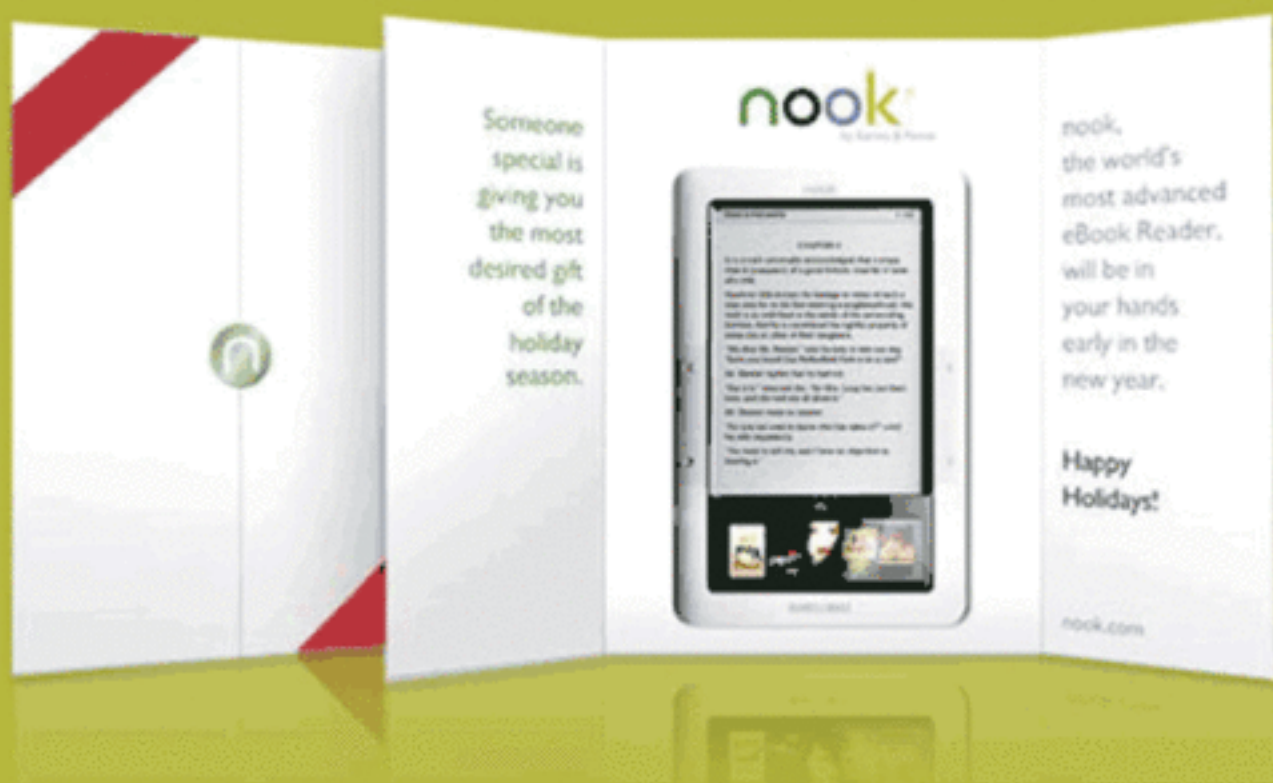


Dear

We wanted to provide you with an update on your nook order. We've had an incredible response from customers like you ordering nooks and we've been working hard to meet the higher-than-anticipated demand.

Although your shipment has been slightly delayed, we are aiming for your order to leave our warehouse in time for you to receive your nook by December 24th. Knowing that many nook orders were planned as gifts, we are sending a special **nook Holiday Certificate** to the shipping address provided when you placed your nook order.



The **nook Holiday Certificate** will arrive via UPS by December 24th to ensure you'll have something to present to your gift recipient, letting them know their nook has been ordered and is coming.

If for whatever reason we are not able to ship your nook in time for arrival by December 24th, with our sincerest apologies, we will send you an email notification on December 23rd with a **\$100 Barnes&Noble.com Online Gift Certificate** to use as you wish at BN.com, including for eBooks that can be enjoyed immediately on your devices enabled with free Barnes & Noble eReader software, and soon, your nook. If your nook does not arrive by December 24th, we will be shipping it overnight so you will receive it by December 29th. If you ordered accessories with your nook, they may ship separately.

Thank you for your patience and we apologize for the delay.