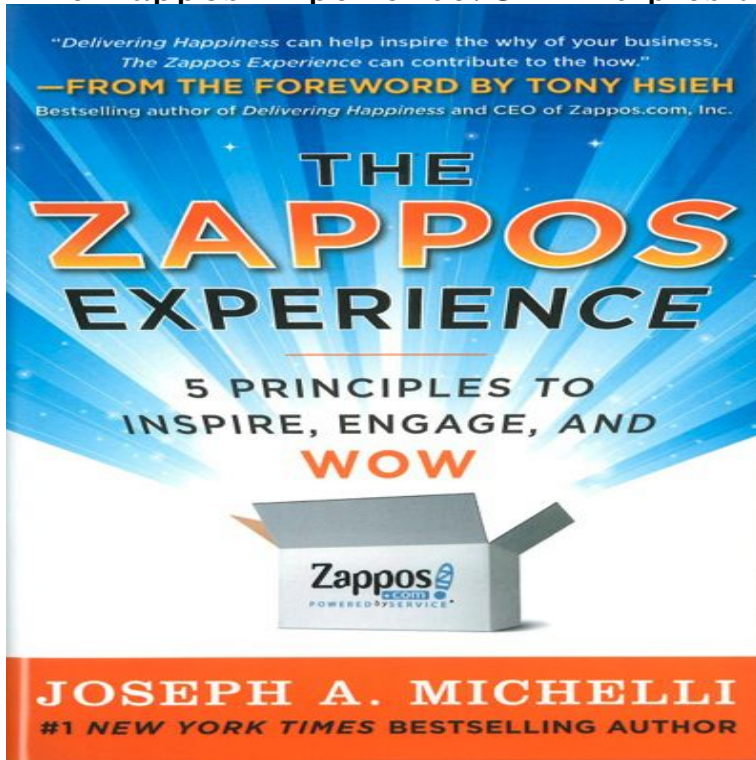


The Zappos Experience: 5 Principles to Inspire, Engage, and WOW



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