

It's no joke! >> It's a

aware design whose that doesn't wander off ust because it's April Fools'.
I White, Lead Research
t, Salesforce ExactTarget

Activate this email address.

> Noun Project >> sent 3/2014 >> Please verify your Noun Project account >> This simple, responsive account >> This simple, responsive mail is from the Noun Project, a company that sells vector-based

company that sells vector-based icons and symbols. Their sign-up verification email uses a minimalist, three-color look that's very unique and on-brand, speaking strongly to their audience of designers.

—Andrea Smith, Design Lead, Content Marketing & Research, Salesforce ExactTarget Marketing Cloud

ting Cloud

FREE RET









Redbox >> sent 4/1/14 >> Some very colorful news. >> Here is an April Fools' email done right. It's fun, but still brand-related. It makes fun, but still brand-related. It makes you start thinking about the kind of movies you like and how your mood might affect your choice — which is great, because the rest of the email presents new movies and games I can rent right now. — Andrea Smith, Design Lead, Content Marketing & Research, Salesforce ExactTarget Marketing Salesforce ExactTarget Marketing Cloud



Panera >> sent 3/2014 >> Cathy, Pranera >> sent o/zura >> varny, you're one step closed >> Real-time integration between their in-store POS system and email program allowed Panera to send me a loyatly email literally I second after my rumpage le ringer after my purchase is ringed up—which means I can plan my next visit while enjoying my meal. The email itself tells you how close you are to your next reward and does a great job of creating urgency. —Cathy Kading, Global Practice Lead, Center of Excellence, Salesforce ExactTarget Marketing Cloud





Those Stars are really adding up.



Lego >> sent 11/6/13 >> Don't miss out on this Exclusive LEGO® Holiday sett >> Video in email is still rare, but Lego does all the right things here: 1) It's above the fold to catch the subscriber's eye immediately upon opening the email. 2) They appropriately use video to demonstrate a detailed product with complex movement. 3) The 15-second clip in the email product with complex movement.
3) The 15-second clip in the email links to a 2:19 video online for deeper engagement. — Midori Kudo, Catapult Rotational Program Associate, ExactTarget

Pinned by Salesforce Marketing Cloud

Responsive Email Design in Action

#### Email on Wide Screen ▼



MacBook Pro

More power behind every pixel.



Advanced hardware is only half the story, Because MacBook Pro comes with the latest version of OS X and powerful new apps — free. So from day one, it does much more than before, so you can, too.



OS X Mavericks



All-new apps. All for free.

Get free Personal Setup.

Vait an Apple Retail Store, and we'll help you choose the MacBook Pro that's right for you and

EXPERIENCE INIS EVERTOR #BESHADY Toms >> sent 10/10/13 >> #BESHADY for the day >> In World

Sight Day campaign, Toms uses a blurred hero image that comes into focus to grab your attention. It's a focus to grab your attention. It's a great example of how visuals can reinforce an email's message. While Toms does pitch a One for One eyewear offer, this email's message is chiefly about making a social statement and amplifying it with the #RESHADY hashtad, which they statement and amplifying it with the #BESHADY hashtag, which they include in the subject line, preheader and body copy. —Ryan Alvis, Design Consultant, ExactTarget

2014

The Best of the

File

Email

Swipe







Frank & Oak >> sent 10/9/13 >> 25% Off Your First Order Just In Time For Fall >> Check out the animation in this email! This isn't animation for the sake of animation. It clearly demonstrates how this Packable Down Vest can be quickly packed and unpacked. —Chris Mascaro, Catapult Rotational Program Associate, ExactTarget

salesforce marketing cloud

gitt-buying. This well-not only promotes to subscribers if they'd notified when any of brands are available then follow up with b with this one arriving Friday Eve. Excellen —Chad White, Princ Marketing Research Pinned by Salesforce Marketing Cloud



Progressive profiling is it's super smart going holiday season when s behaviors change bed

gift-buying. This well-

**Live Content** on Day **Email Conte** 

15b



#### The Best of the

### **Email Swipe File**

A swipe file is a record of your top-performing campaigns that you return to for learnings and ideas. It was this concept that inspired us to create the Email Swipe File on Pinterest, where every week we share the emails and landing pages that excite and impress us. In this report, we showcase the 20 examples from the pinboard that we most hope you'll steal, test, and make your own.





Linking Hutterson

Kristina Huffman
Practice Manager, Global Creative Services
Salesforce Marketing Cloud

### Five Key Email Marketing Trends

On their own, the examples on the following pages are inspiring and thought-provoking. But together, they illustrate five trends that are shaping the future of email design and savvy marketing strategy.



Advanced Personalization In the era of email engagement, greater relevancy is critical. Personalization that goes far beyond first-name merges is one way that marketers can make messages more relevant to individual subscribers.



Triggered Sophistication

Triggered emails are among the most effective emails you'll ever send. Their outsized ROI has driven marketers to explore ways to make triggered emails ever better—with longer campaigns, smarter content, and better triggers.



Smart Rendering Emails must adapt to and thrive in a variety of environments. Rendering tactics can ensure that your message is optimized for the platform, situation, person, and time of open.



Unique Voice Influenced by content marketing and social media engagement, marketing communication is undergoing a shift from promotional, corporate, and detached to helpful, conversational, and timely.



Inspired Fundamentals While marketers are constantly gaining shiny, new tools, they shouldn't forget the fundamental messaging and design tactics that have been effective for years—like email content that's on brand, focused, and sharable.



### OpenTable

Send Date January 10, 2014

Subject Line

Looks like you had a delicious year, Andrea!

View it on Pinterest •

### aker family plan 1GB data

Related Pins

AT&T •

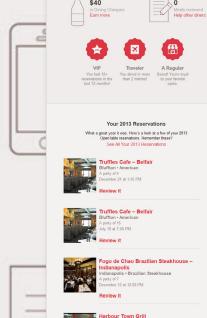
Reliant 0

# 352 miles

Fitbit O

#### Your 2013 Achieveme





19



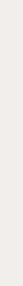












on the go

ved

iners

"I love this infographic-style email from OpenTable. It highlights my activity from the past year with stats and badges, along with helpful links for each section. It also shows their value and encourages me to maximize their offerings and features, as well as nudging me to actually review some restaurants."



Andrea Smith Design Lead, Content Marketing & Research, US



\$40

Earn more

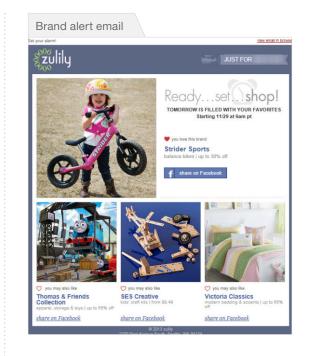
in Dining Cheques

VIP You had 12+ reservations in the

You dined in more than 2 metros! last 12 months!

Traveler





### Zulily

Send Date November 13, 2013

Subject Line

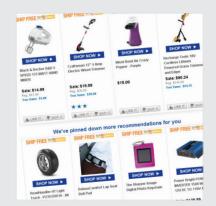
Toys!

*View it on Pinterest* •

"Progressive profiling is smart, but it's super smart going into the holiday season when shopping behaviors change because of gift-buying. This well-timed email not only promotes toys but asks subscribers if they'd like to be notified when any of the listed brands are available on Zulily. They then follow up with brand alerts, with this one arriving on Black Friday Eve. Excellent timing!"



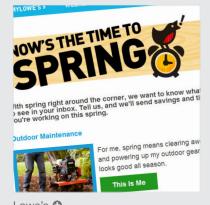
Chad White Lead Research Analyst, US



Sears 0



Newegg 🗗



Lowe's O

## SEPHORA + PANTONE

#### YOU'VE BEEN MATC

Here are your foundation matches based on your



MAKE UP FOR EVER

HD Invisible Cover Foundation

118 Flesh

\$ 42.00

\*\*\*\*



PETER THOMAS ROTH

CC Cream Broad Spectrum SPF 30 Complexion Corrector

Light/Medium

\$ 48.00



LAURA MERCIER

Tinted Moisturizer Broad Spectr SPF 20

Nude

\$ 43.00

\*\*\*\*



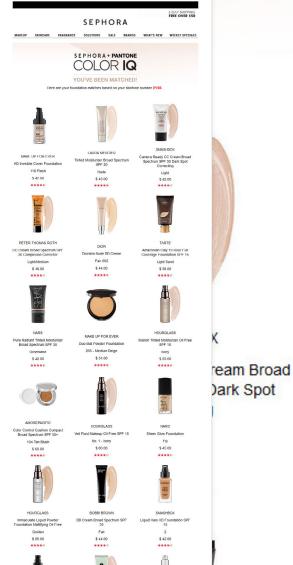
DIOR

Diorskin Nude BB Creme

Fair 002

\$ 44.00





Hour Full

on SPF 15

Send Date February 2014

Subject Line

Your Foundation Matches

View it on Pinterest •

Advanced

Sephora

Personalization

"While visiting a Sephora store in the US, I used their Color IQ technology to figure out which foundations would match my specific skin tone number. I was able to scroll through the foundation options instore on their iPad, and send this email to myself for future reference. A very clever service email that I'll surely open many times."



Lindsey O'Donnell Design Consultant, Australia

#### Related Pins





Crate and Barrel O



"This multi-stage birthday email program first asks in an eye-catching sidescrolling email how you like to celebrate your birthday: 'I don't celebrate,' 'I prefer it quietly and discreetly,' or 'It's gonna be the party of the year.' They then follow up with tailored survival tips and then birthday well-wishes."



Nadine Bär Senior Regional Marketing Manager, Germany

### rabbit eMarketing

Send Date

January 2014

Subject Line

Ihr Geburtstag steht vor der Tür, liebe Frau Bär!

*View it on Pinterest* •

#### Related Pins



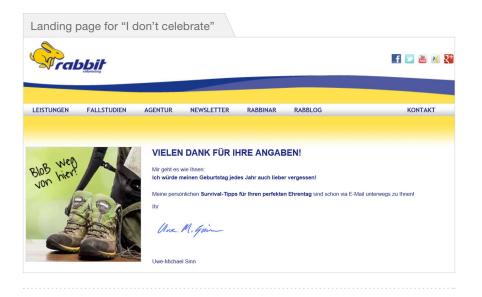
Donatos Pizza 🗘

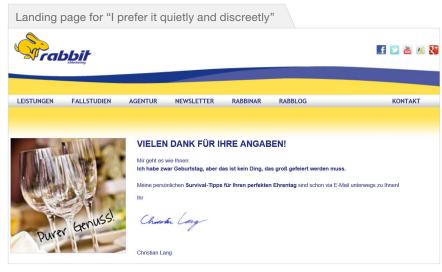


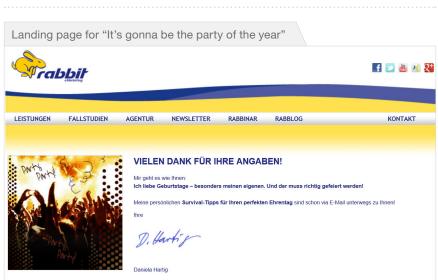
Sephora O



### rabbit eMarketing



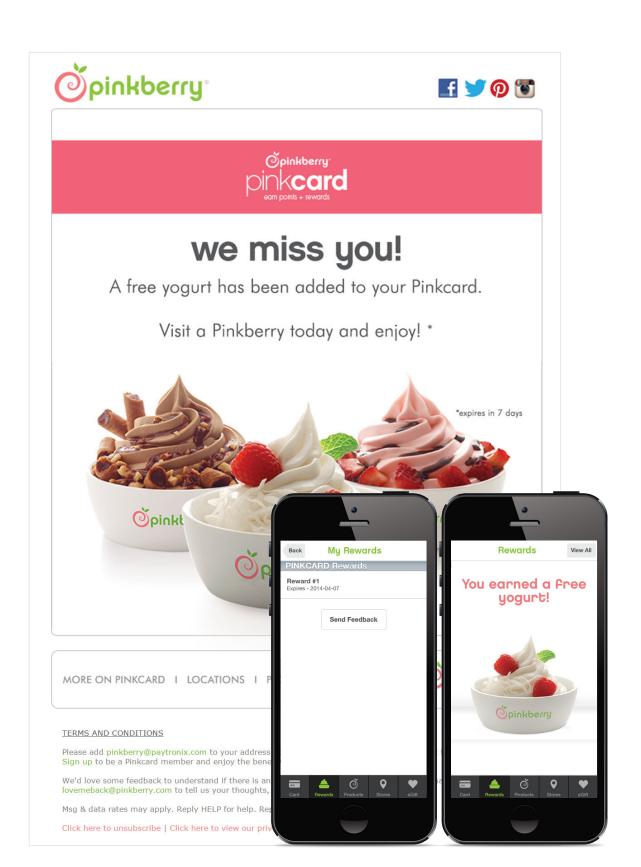








The Best of the Email Swipe File 2014 salesforce.com/marketingcloud | 13





### Pinkberry

Send Date

March 2014

Subject Line

We Miss You!

View it on Pinterest **•** 

"Pinkberry's mobile app functions as both a loyalty card and a payment card; as a result, this frozen yogurt brand pays close attention to its app usage. After not visiting for a few months, I received this mobile app reengagement email giving me a free reward to get me back in the yogurtbuying mood."



Todd Wilson Manager, Strategic Services, US

#### Related Pins



QVC 😷

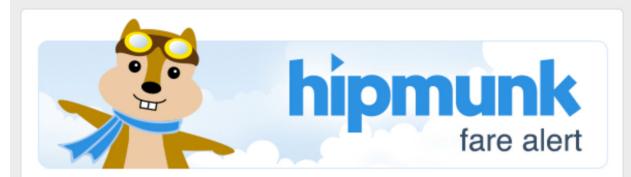


Banana Republic 0



Moosejaw •

14 | salesforce.com/marketingcloud The Best of the Email Swipe File 2014 salesforce.com/marketingcloud | 15



Only 2 notifications left until this alert expires. Click here to extend it.



Prices can change quickly, so don't wait!

This email was sent to

Hipmunk, Inc., 434 Brannan St., First Floor, San Francisco, CA 94107 © 2013 Hipmunk, Inc., Hipmunk is a trademark of Hipmunk, Inc.

Unsubscribe from this Fare Alert.



### Hipmunk

Send Date *July* 27, 2013

Subject Line

Fare Alert: \$367 for Indianapolis to Boston, MA on Sep 05, 2013 return Sep 08, 2013

View it on Pinterest •

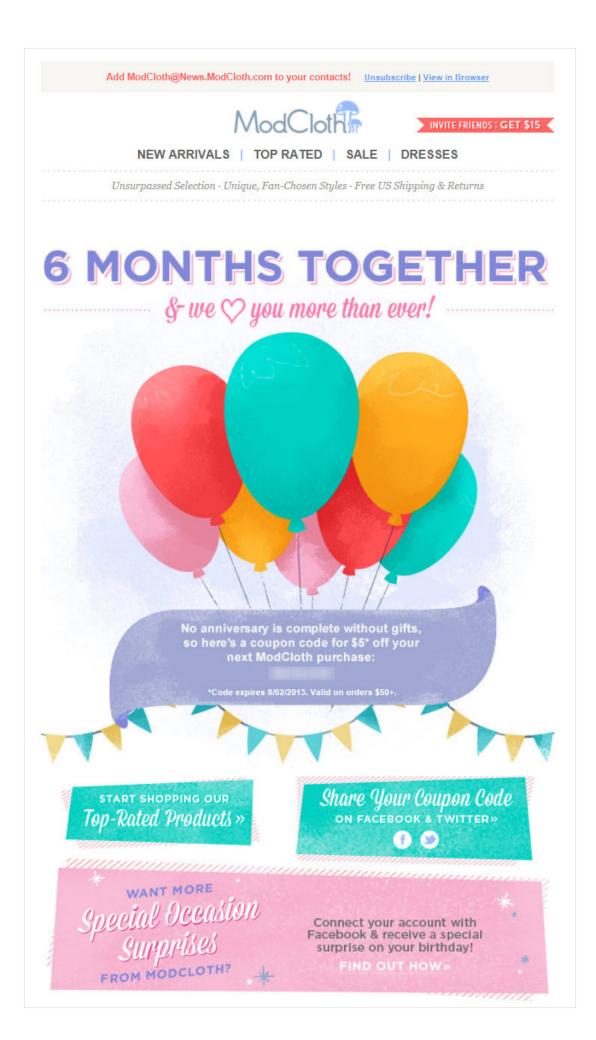
"Recognizing that trip-planning is not an open-ended process, Hipmunk puts a limit on the number of fare alerts it will send you for a particular trip. That helps prevent email fatigue, and you always have the option to extend the alert longer."



Amanda Miller Marketing Consultant, US Related Pins



Boden USA 🚭





### ModCloth

Send Date July 2013

Subject Line

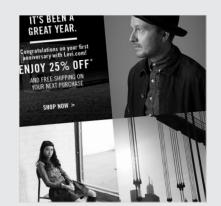
Celebrate 6 months with us -& enjoy a li'l prezzie!

View it on Pinterest •

"With this triggered email, ModCloth recognizes a subscriber's six-month anniversary and rewards them with a sharable coupon. But they also use the occasion to try to deepen the relationship by asking for a Facebook social sign-in, with the promise of a triggered birthday email."

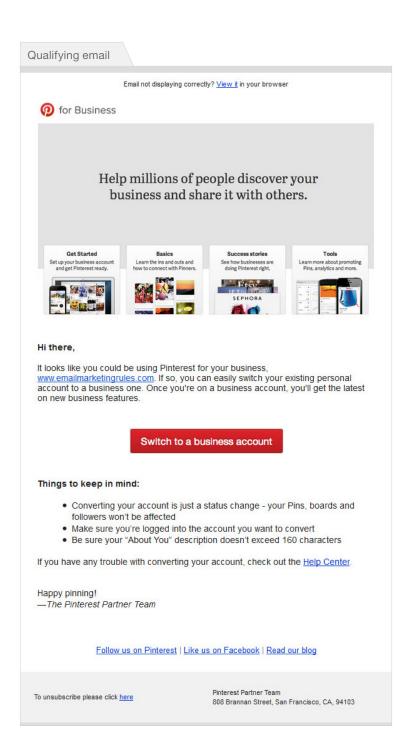


Mike Diekhoff Senior Design Consultant, US





Zappos O







### **Pinterest**

Send Date March 2014

Subject Line

You qualify for a Pinterest business account

*View it on Pinterest* •

"After converting to a Pinterest business account through this email, I received a six-email welcome series over six days. Each cleanly designed email in the nicely paced series focuses on one or two activities, with an image and a call-to-action button associated with each one, plus a preview of what to expect in the next email."



Chad White Lead Research Analyst, US

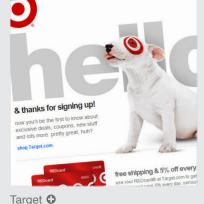
#### Related Pins



Lowe's 🗪



Zulily •



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#### **Pinterest**

#### Welcome email 2

#### **Pinterest** for business

#### Hi Chad White!

You've signed up for a Pinterest account, and now it's time to fill it up with good stuff!



#### Fill out your profile

Introduce your brand to Pinners with a short profile description. Then pick a profile picture that helps people recognize you—we recommend 600x600



#### Make some boards

Show off your brand's personality and taste by creating a range of boards. Clear board names and descriptions help you show up in searches—but let yourself get creative!

Pinners can follow any or all of your boards, and once they do, they'll see any new Pins you add to them.

#### Start adding Pins

Now you can fill up your boards with Pins. The more good stuff there is, the easier it'll be for someone to decide to follow you.

- · Add Pins at least once a day so your followers regularly see your content in their
- Share your own stuff but remember you can add Pins from other people and sites too—just make sure Pins link back to the right place
- Use compelling descriptions so people feel inspired to save your Pins on their boards (good descriptions also help with search)

#### See how others do it

Petplan and wikiHow add interesting Pins every day.

#### Welcome email 3

#### **Pinterest** for business

Today we'd like to introduce you to the Pin It button—a handy widget you can add to your site to make it easier for people to share your stuff on



The Pin It button helps people add things to Pinterest from your site. In turn, you can reach more of your audience and get the word out about your business on Pinterest (you might even drive referral traffic, tool)

Your website may already be full of good stuff for people to add to Pinterest, but you'll want to make sure your images are big-the bigger, the better! Then, just copy and paste a few lines of code to put Pin It buttons next to images on your site.

#### See how others do it

Allrecipes and ArchDaily saw high-quality traffic gains when they added the Pin It

#### Welcome email 4

#### Pinterest for business

#### Hi Chad White!

Now that you're up and running, it's time to start telling your admirers on other networks that you're on Pinterest!

#### Tell people you're here

Highlight your Pinterest presence on your social channels, packaging, advertising and in your emails. Some businesses feature their top Pins on their sites and even in their stores

#### See how others do it

Sephora uses emails to promote Pinterest engagement.



#### Get the Follow button

When you send out emails, add a follow button that'll take your customers to your Pinterest account.

Get the follow button

#### Welcome email 5

#### **Pinterest** for business

#### Hi Chad White!

You've become quite the Pinterest pro over the last few days! Today, you'll get to know the data you can access in Pinterest web analytics, and learn how to verify your website.



#### Meet Pinterest web analytics

With Pinterest web analytics, you can see exactly what Pinners are adding from your website and how many of them click through to explore your site more. These insights can help you make smarter choices about your merchandising, product development and pinning strategy.

You'll get to dig into things like:

- · The number of Pins coming from your site
- · The traffic from Pinterest to your site
- · The number of people who've seen your Pins
- The most recent and most clicked content from your site

#### See how others do it

Lowe's uses Pinterest analytics to brainstorm new product ideas.

#### Verify your website

Before you can get into all this data, you'll need to verify your website. Once you verify, you'll see a check mark on your profile, letting people know that your account's official.

Keep in mind that it may not be possible to verify websites like Facebook or Etsy pages. (If you're stuck, this article might help.)

#### Welcome email 6

#### **Pinterest** for business

#### Hi Chad White!

There's just one more feature we'd like to introduce you to in our last email in this series: the Rich Pin.



#### Meet Rich Pins

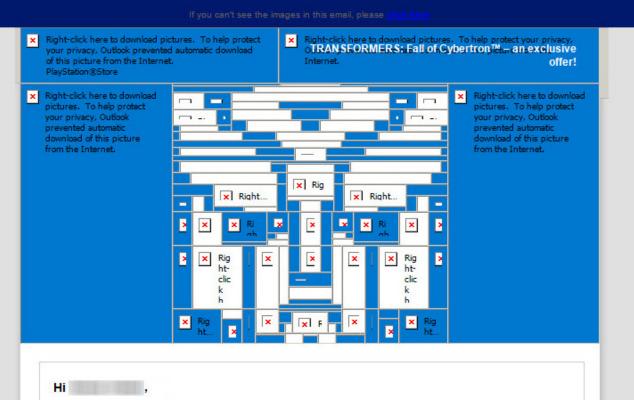
Rich Pins give people useful information about the Pin they're looking at-like price, ingredients, and headlines. The extra details can help a Pinner decide if she wants to buy the shoes, make the smoothie, or read the article she sees in the Pin.

#### **Get Rich Pins**

If you have articles, movies, products or recipes on your site, you can mark them up on your page so we know exactly what information to show pinners.

#### See how others do it

Here are some ways businesses use Rich Pins on Pinterest.



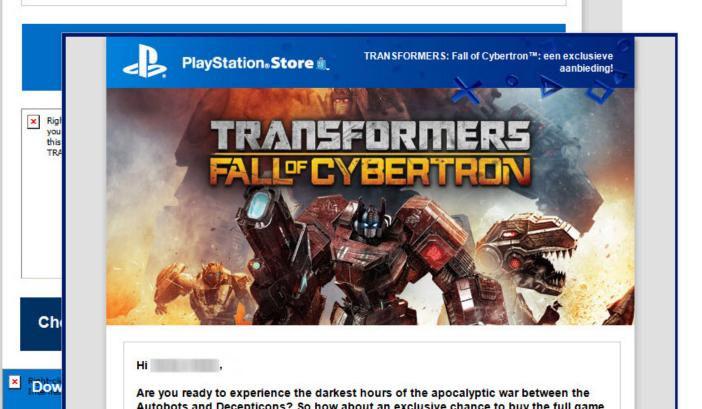
Are you ready to experience the darkest hours of the apocalyptic war between the Autobots and Decepticons? So how about an exclusive chance to buy the full game via PlayStation®Store for a limited period of time?

This offer allows you to download the full game for \$49.95; a saving of over 40% on the normal price. Use this unique PlayStation Store code to take advantage of this great offer.

You'll also get free additional content: download the HAVOK pack at no extra cost and unleash a variety of characters for the online multiplayer mode, including Ultra Magnus and Wheeljack!

Redemption expiry date: 19/05/2013

× Rinstructions





### Sony PlayStation New Zealand

Send Date April 20, 2013

Subject Line

Save Cybertron with an exclusive PS Store offer

View it on Pinterest •

"The images-off version of this PlayStation email is awesome! Much more special than the images-on version, in fact. This clever email design really embodies the Transformers 'Robots in Disguise' slogan."



Christopher Oldfield Premium Global Support Analyst, Australia



Mothercare •

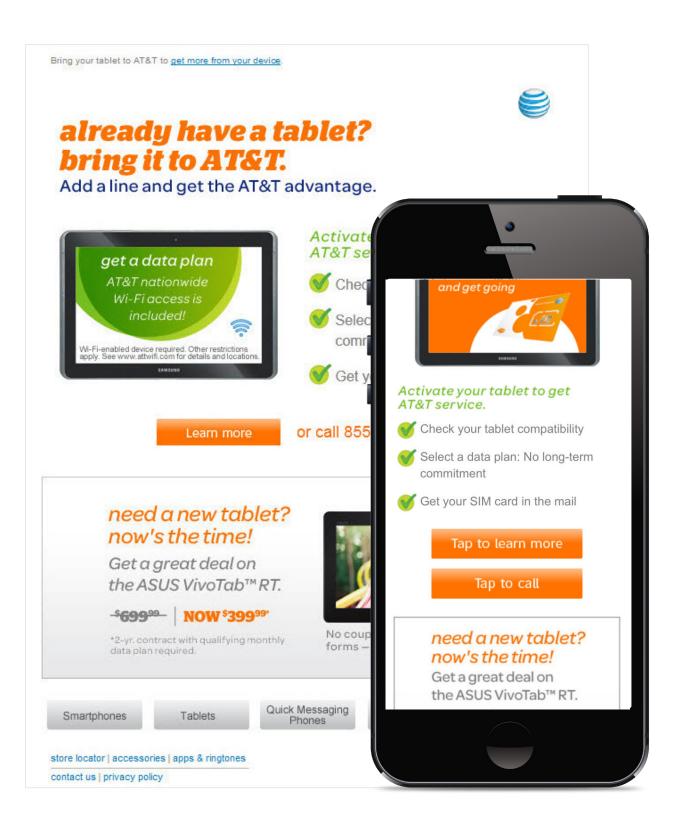


Bendon Lingerie 🚭



Twitter •







Send Date

June 27, 2013

Subject Line

Your tablet. Our network. Together, they're better.

View it on Pinterest •

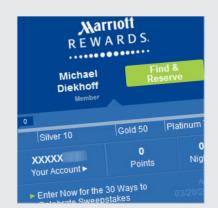
"This is a great responsive email.

The animated hero image is on-topic and effective, the bullets are clear and helpful, and the CTAs even adapt to the viewing environment—that is, the 'Learn more' button and 'or call 855.894.3650' text on the wide-screen version become 'Tap to learn more' and 'Tap to call' buttons on the narrow-screen version."



Chris Studabaker Regional Director, Strategic Services, US

#### Related Pins

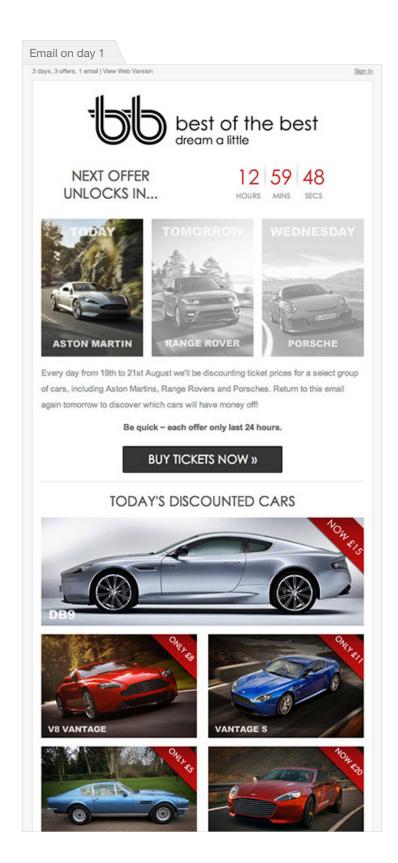


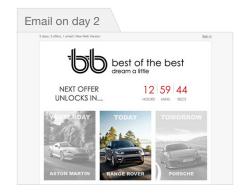
Marriott 😷

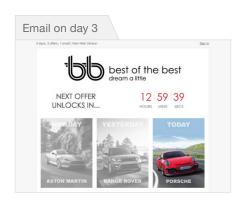


Toms O

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### Best of the Best

Send Date
August 19, 2013

Subject Line

Hold onto this email...

*View it on Pinterest* •

"Using live content, this email's messaging changed each day for three days in a row, and then displayed a 'sale finished' message after that. The tactic spurred 23% of the subscribers who opened the email on the first day to open it again on the second day and 7% to reopen on the third day. That extended engagement led to strong revenue increases for the UK competition organizer."



Abul Kashim Siddique Senior Design Consultant, UK Related Pins



Style Campaign 🐧



Walgreens •



Home Depot O

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### Starbucks

Send Date November 6, 2013

Subject Line

An offer just for you: 50% off your handcrafted espresso drink

*View it on Pinterest* •

"Starbucks takes first-name personalization to the next level in a very on-brand way by adding the recipient's name to the image of the cup in this email. It connects the email experience directly to the store experience, where baristas write the customer's name on their cup."



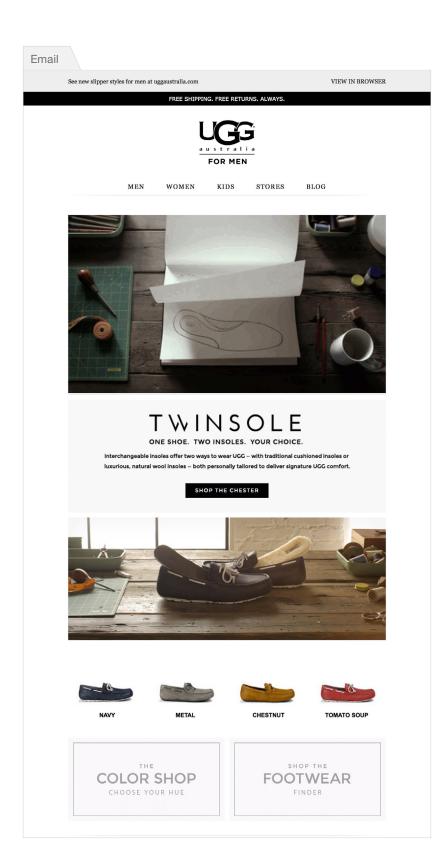
Hannah Downey Design Consultant, US



Helzberg Diamonds •



Pizza Express O







### **UGG** Australia

Send Date
March 9, 2014

Subject Line

Tech News: Twinsole offers twice the comfort

View it on Pinterest **⊙** 

"This email uses a 300-frame video GIF
(a compressed streaming animated GIF)
as the fallback for an embedded video file.
This allows more of the email recipients to
see the video content, which UGG Australia
wisely places above the fold to catch
subscribers' attention."



Lindsey O'Donnell
Design Consultant, Australia

#### Related Pins



Lego O



Brookstone 😷

32 | salesforce.com/marketingcloud The Best of the Email Swipe File 2014 salesforce.com/marketingcloud 33

#### THE BLOG · April 16th, 2014

TO SEE TO READ TO BUY TO MEET TO DO

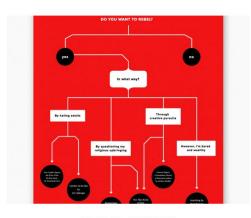
to read: (verb infinitive form) written words for your pleasure.

[Metrepolitan]
I so he stepped down to us not, however, a streed on the webst rep. sacket, "Where old you make smided and nodded, a from Heaven."
In the Mixed-Up Filler of rs. Boalf E. Frankweiler

Vs. and I Ck of and ride I had if The Plaze Abstal in York, Sha in not yor jo who as all the Plaze Abstal in York, Sha in not yor jo who as all the Plaze Abstal in York Sha in not yor jo Sha in not yor jo

To Do:

Litera



To Read: Do You Want to Rebel?

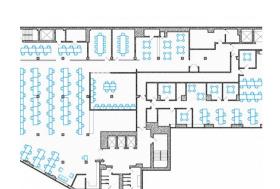
**READ MORE** 

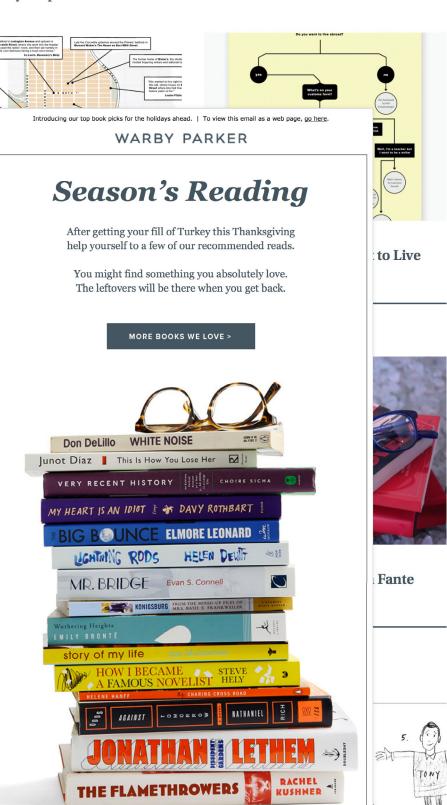


TO READ · 03/14/2014

To Read: Chronicle Book List

READ MORE







### Warby Parker

Send Date November 27, 2013

Subject Line

Booked solid

*View it on Pinterest* •

"Taking a soft-sell, content marketing approach in this email, Warby Parker pairs bookish glasses with book recommendations. Wonderful! And superhelpful since they sent this email on one of the busiest travel days of the year when people might be looking for a good book to read on a plane or in the car."



Kristina Huffman Practice Manager, Global Creative Services, US Related Pins



Brooks Brothers **©** 



J.Crew 🙃

# BABY BOOM!

Find the perfect gifts for all the new babic JONATHAN ADLER

**SHOP GIFTS** 

### for the ROYAL BAB







### Jonathan Adler

Send Date July 22, 2013

Subject Line

We're Royally Excited

View it on Pinterest **⊙** 

"Sent when Catherine, Duchess of Cambridge, went into labor, this wellplanned and highly topical email plays off a trio of celebrity births: the royal birth; Kanye West and Kim Kardashian's daughter, North; and Jessica Simpson's son, Ace. It's timely, shows depth of products, and is very fun."



Global Public Relations Specialist, US

#### Related Pins

#### BONOBOS

### Harbaugh, Your Pants are



Rent the Runway O



Marks & Spencer O

# Brilliantly Britis Boden Christmas

But the fact you've secretly met us in yoshould be scoffing sprouts, suggests you very well. Could you be suffering fro following festive affliction

- Your mother-in-law just said 'I would that' for the 3rd time.
- 2. Your 'oh, you shouldn't have' face ne you've snuck off to practice smiling.
- $\Im$  . You've just realised the turkey has be the oven for the past 2 hours.
- Your not-so-thoughtful sister-in-law clearly 're-gifted' present.
- You simply miss us as much as w

You know you shouldn't really be here. we'd like to treat you to free delivery or Think of it as a little seasonal

> Now go forth and (try to) have fun. ' the other side...

> > Johnnie & all of us at Bod

GREAT BRITISH STYLE

But the fact you've secretly met us in your inbox when you should be scoffing sprouts, suggests you're not unwinding very well. Could you be suffering from one of the following festive afflictions?

Brilliantly British Boden Christmas

- Your mother-in-law just said 'I wouldn't have done it like that' for the 3rd time.
- Your 'oh, you shouldn't have' face needs fine-tuning, so you've snuck off to practice smiling.
- You've just realised the turkey has been upside down in the oven for the past 2 hours.
- Your not-so-thoughtful sister-in-law has given you a clearly 're-gifted' present.
- b. You simply miss us as much as we miss you...

You know you shouldn't really be here... but since you are, we'd like to treat you to free delivery on all our sale orders. Think of it as a little seasonal solidarity.

Now go forth and (try to) have fun. We'll see you on

Johnnie & all of us at Boden House



### Boden UK

Send Date December 25, 2013

Subject Line

A note for naughty email readers...

View it on Pinterest •

"Plenty of brands send season's greetings emails, but this one does something the others don't: It commiserates. With some witty, engaging copywriting, Boden assumes you're checking your email because you're having a less-than-merry Christmas, and they want to cheer you up with some encouraging words and, of course, a free shipping deal."



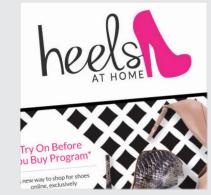
Abul Kashim Siddique Senior Design Consultant, UK **Related Pins** 







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### The Limited

Send Date

December 15, 2013

Subject Line

Make a List, Check it Twice (With Great Offers)

*View it on Pinterest* •

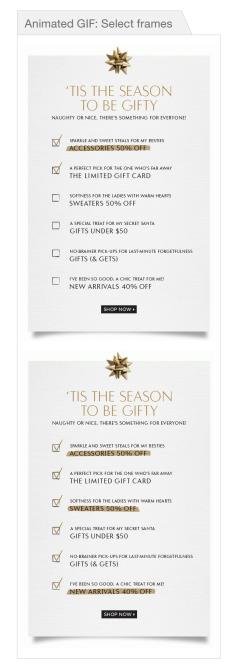
"What a clever approach to promoting multiple sale offers and types of gifts for the holidays. The Limited's use of an animated GIF to highlight their offers and percentage-off discounts not only draws the reader's eye down through the email, but it also promotes longer consideration of each offer through the pacing of the animation."



The Best of the Email Swipe File 2014

Anna Meier Senior Design Consultant, US





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### Democratic National Committee

Send Date

October 1, 2013

Subject Line

This day in history

*View it on Pinterest* •

"While most political emails are text-heavy, in the wake of the government shutdown, the DNC started sending mobile-friendly, mini-poster-esque emails with a single call to action, like this one. Designing their message for easy posting to Twitter, Facebook, and Pinterest spurred social sharing."



Chad White Lead Research Analyst, US



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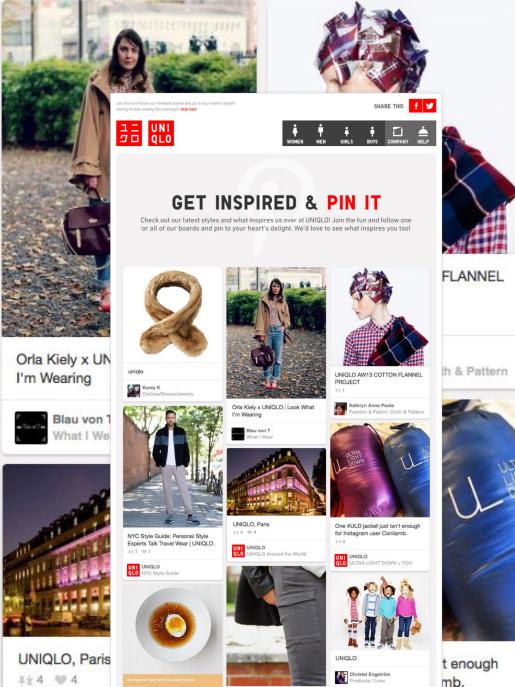




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**HAPPY PINNING!** 

Inspired **Fundamentals** 

### Uniqlo

Send Date November 16, 2013

Subject Line

Follow UNIQLO on Pinterest!

*View it on Pinterest* •

"During the early weeks of the holiday season, Uniqlo looks to engage subscribers on Pinterest, which is a fantastic platform to fuel product discovery, browsing, and wish list-building. The email's design mimics Pinterest's design closely to strengthen the call to action."



Midori Kudo Associate Design Consultant, US

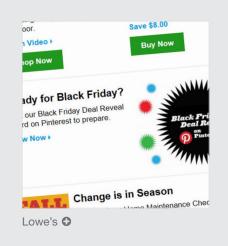
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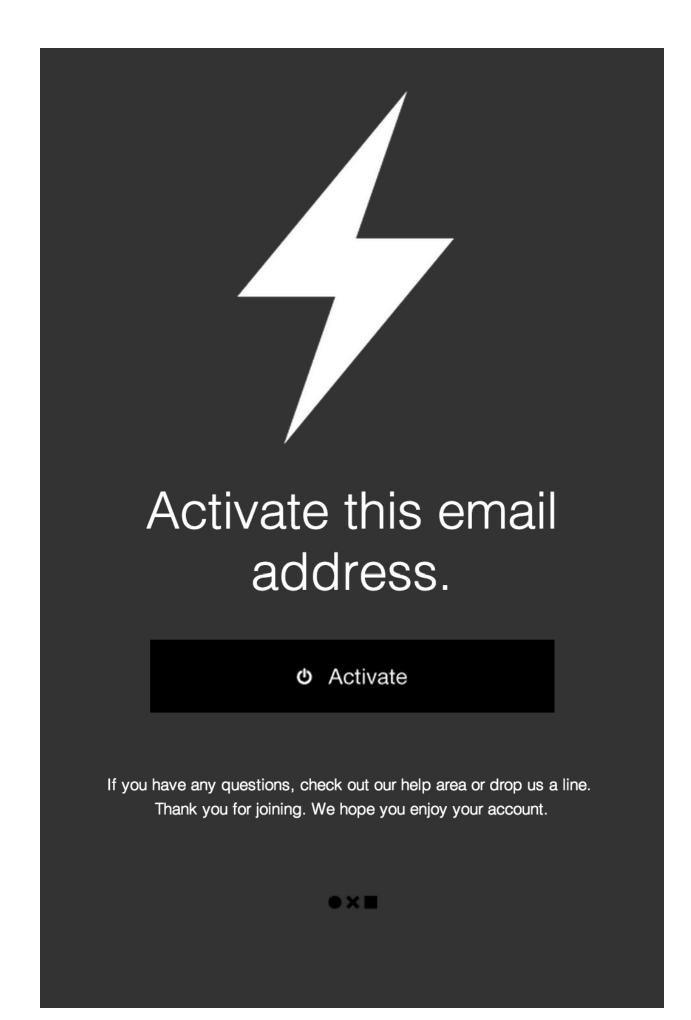


Country Outfitter •



Saks Fifth Avenue 4







### Noun Project

Send Date March 2014

Subject Line

Please verify your Noun Project account

*View it on Pinterest* •

"This simple, responsive email is from the Noun Project, a company that sells vectorbased icons and symbols. Their sign-up verification email uses a minimalist, threecolor look that's very unique and on-brand, speaking strongly to their audience of designers."



Andrea Smith Design Lead, Content Marketing & Research, US



Kickstarter •



Angie's List 🗘



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salesforce marketing cloud

Home Collection by 3M >> This

most extensive uses of content

from bloggers that I've ever see

Container Store email is one of the





Netflix >> sent 12/20/11 >> There's still time to give the gift of Netflix! >> Digital gifts have joined e-gift cards as the perfect last-minute

gifts. In this email, Netflix promotes

their subscription gifts in the

when there's less cor

waning days before Christmas

ooks Brothers >> sent 9/25/13 Introducing Our New 1818 agazine >> More evidence of ands becoming publishers, this rooks Brothers' email promotes eir new "lifestyle magazine." The eative highlights that it's printed, id−perhaps most notably−as an p. —Chad White, Principal of arketing Research, ExactTarget

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version. - Chris Stu

Regional Manager, G

ExactTarget