

June 10, 2013

Bob Garcia  
401 Painters Blvd  
Atlanta GA 45678

Subject: Broken Blender

Dear Mr. Garcia,

Upon receiving your letter about the blender you purchased from us, we have come to the conclusion that your blender cannot be safely repaired. The owner's manual states that the blender should be used for mixing food and drinks only and unfortunately not paint. Due to the toxic substances now introduced into your blender, I am afraid that we will not be able to repair or replace it. Even if we repaired and sent your blender back, the substances inside may still get into the mixed food and drinks, thus causing harm to our much loved customers.

If an unfortunate event like previously stated happened, Blast Blenders and I would become liable for the harm done. Although we cannot replace your blender, I have decided to enclose a twenty percent discount coupon along with this message. This ticket can be used on any of our products, anything from a brand new blender to parts to fix an old one.

I am also very sorry to hear about what happened to your beloved dog, Houdini. I offer my greatest condolences and I must say he is in a better place now. The magnificent painting of your dog will be placed on the customer wall in our building. Again, I am very sorry to hear this terrible news and I hope this coupon can be a satisfactory compensation for our future business together.

Regards,

Casey Winsor

Casey Winsor  
Customer Service Manager

Enclosure: 20% coupon

**4525 Blenders Blvd – Phoenix, Arizona 12345 – Tel: 800-678-6778**