

Blast Blenders, Inc.  
4525 Benders Blvd.  
Phoenix, Arizona 45043  
June 5, 2013

Mr. Bob Garcia  
1234 Main St.  
Beverly Hills, CA 90210

Subject: Broken Blender

Dear Mr. Garcia:

Your recent letter about your Blast Blender concerned us. You explained that your Blast Blender stopped working after you found dried paint on the housing. Blast Blenders are only covered by the warranty if they were broken while blending food or drinks. We understand your concern, so we've included a discount coupon for 20% off of your next Blast Blender purchase.

You must wonder why your blender cannot be replaced. Blast Blenders, Inc. cannot release a product to the customers that could potentially harm them. The toxic materials used in the oil paints could be a threat to your health; therefore, our release of your contaminated blender would be a breach of our safety protocols. We appreciate your business as you are a valued customer.

Happy blending,

Margarita Z. Muniz  
Customer Care Manager

Enclosure: discount coupon