October 18, 2013

Mr. Bob Garcia  
5566 Art Mart Avenue  
Amsterdam, Czechlovokia 76206

Dear Mr. Garcia,

We appreciate your painting of your dog, Houdini, however, our blenders are designed to handle food and drinks only. By not using the blender for this purpose, it is void of its warranty. It is extremely dangerous to mix paint and food so I cannot advise returning your broken blender for that purpose. We also cannot reissue you a new blender due to the break in the warranty.

It is unfortunate that your dog, Houdini, passed away, and we here at Blast Blenders Inc. are deeply saddened for your loss.

In honor of your painting of Houdini, I have proudly framed him and put him in our office lobby for all to cherish!

Please, accept this coupon for 20% off your next purchase of any of our latest Blast Blenders.   
  
Sincerely,   
Austin Young   
Customer Service Manager at Blast Blenders Inc.

Enclosure: Picture of Houdini in our office