October 18, 2013

Joanna Logan
Expert Baker
123 Seasame St.
Houston, TX 77843

Customer Service Manager
Kitchen Wizard, Inc.
26789 Industrial Blvd.
Houston, TX 77843

Dear Ms. Logan:

Thank you for your delicious cookies, we would love to have the recipe for your cookies so that we may make some for our next office potluck.

Unfortunately, immersing the mixer into water is dangerous and breaks the warranty. I cannot advise allowing food to get into the motor housing, as it was not designed to function if that is done. We also cannot return the broken mixer due to our liability policy.

We apologize sincerely for the inconvenience.

To avoid future mistakes, please, make sure to thoroughly read the owner’s manual for detailed instructions on how to properly use our product.

We here at Kitchen Wizard, Inc. appreciate your business and craftsmanship.

Please, accept this coupon for 35% off any of our Kitchen Wizard, Inc. appliances.

Best regards,

Austin Young
Customer Service Manager for Kitchen Wizard, Inc.

Enclosure: Coupon