

Giselle Cardenas  
Customer Service Manager  
Kitchen Wizard, Inc.  
36789 Industrial Blvd.  
Houston, TX 77843



February 27, 2013

Joanna Logan  
123 Hillside Dr.  
Ennis, TX 75119

Subject: Broken Kitchen Wizard mixer

Dear Joanna Logan:

Your recent letter about your problems with the Kitchen Wizard mixer model 69B concerned us. You explained that your mixer stopped working. First, you let bread dough rise in the mixer when you made bread. Then, you soaked the motor in water to clean off the dried bread dough and powdered sugar. Your warranty is now invalid. Although we are unable to replace or fix your mixer, I can offer you a 35% off coupon for a new mixer. We have released a newer model of your previous mixer that may interest you because it is for bakers.

The manual states that users should keep food away from the motor housing. Although our company knows that some dust from the flour, powdered sugar, and dried dough may get into the housing, the mixer can only function with a clean motor housing. The manual also states that users keep the motor away from water. We also placed a warning sign on the mixer that reminds users of this policy. By immersing the mixer in water, the motor damages and it creates a safety hazard.

We appreciate your interest in our products and your generosity. The cookies looked delicious; however our company policy prohibits employees to accept gifts from customers. If you have any more questions, please contact me at the above address. You are a valued customer.

Sincerely,

Giselle Cardenas  
Customer Service Manager

Enclosure: 35% off coupon