



Chelsea Sherman
Customer Service Manager
36789 Industrial Blvd.
Houston, Texas

March 3, 2014

Joanna Logan
Expert Baker
4225 West Hickory Drive
Dallas, Texas

Subject: Kitchen Wizard Mixer

Dear Joanna Logan,

I have received your letter concerning the issues involving your Kitchen Wizard Mixer. I am sorry to hear about your troubles with the mixer which you have purchased. I brought this to the attention of our Quality Control Managers. Secondly, I would like to thank you for your kind gesture of tasty cookies, yet I decline your offer due to the company's policies.

Based on the information in your letter, it seems that the motor has malfunctioned due to being submerged in water. In order for the mixer to operate properly, the motor must remain dry at all times and food should remain clear of the motor casing. Because of the situation, it therefore prohibits reimbursement and/or repair of the machine.

We value your business and wish that you will continue to consider Kitchen Wizard Incorporated. I hope to help you in the best way, so you can leave as a loyal customer and satisfied customer. Please accept this 35% off coupon for any future product or another mixer from us and know that we welcome your feedback on how to improve your experience. We appreciate your time and best wishes with your baked goodies.

Sincerely yours,

Chelsea Sherman
Customer Service Manager of Service King
36789 Industrial Blvd.
Houston, Texas
(273) 234 5678

Enclosed: 35% of next purchase coupon