

Blast Blenders Inc.
4525 Benders Blvd.
Phoenix, AZ 45043

October 3, 2008

Dear Mr. Garcia:

Thank you for your patronage of Blast Blenders, and for the lovely painting of your dog, Houdini. We regret that we cannot fulfill your request at this time.

Our blenders are designed to be used for food items. The toxicity of oil paints would make your blender unsafe to use even if repaired. Oil paints include dangerous chemicals in their ingredients, and using a food blender to mix them is a high risk activity that we do not recommend. We suggest purchasing a paint mixer for this purpose.

As our blender replacement policy only covers damage sustained during its intended use, we cannot send you a replacement blender. We have instead sent you a coupon for 20% off the purchase of any new Blast Blender. We hope our products will be useful for all your food mixing needs.

We wish you the best of luck in your artistic career, and thank you for purchasing your Blast Blender. If you have any comments or questions, feel free to write us again or call our customer service line at (800) 555-BLAST.

Best wishes,

Lauren Penn

Lauren Penn
Customer Service Manager
Blast Blenders, Inc.