

March 1, 2013

Dear Mr. Garcia,

We are sorry to hear about your experience with our Blast Blender that is not working. We here at Blast Blender strive to produce the highest quality and durable products we possibly can. Our Blast Blenders are manufactured for household and commercial restaurants usage, for blending food and drinks.

Since our blenders are produces to be used as an aid in the kitchen, we cannot recommend any other uses of this blender. Any other usage of this blender beside those recommended could lead to the spread of harmful toxins. We apologize to inform you, that we will not be able to accommodate your request for repair or replacement of your blender.

We do appreciate the beautiful painting you have sent us; we have hung your painting of Houdini up in our main hallway. To show our gratitude towards the painting and your business we have included a 20% off coupon for a new blender.

Thank you for your business,

Raul Salvador
Customer Service Manager
Blast Blender, Inc.
4525 Benders Blvd.
Phoenix, Arizona 45043

