

October 19, 2012

Joanna Logan
6784 Deering St.
Denton, TX 76201

Dear Joanna Logan:

Thank you for contacting Kitchen Wizard Inc. It is likely that your mixer stopped working because dough got into the motor housing. The manual clearly states that users should not allow food into the motor housing. Kitchen Wizard Inc. expects that dust from flour and powdered sugar might get into the motor; however, we did not design the mixer to function if dough works its way into the motor.

We have reviewed your letter and warranty. Although the mixer is still under warranty, it is invalid because you immersed your Kitchen Wizard mixer in water. By immersing the mixer in water, you risk damaging the motor or electrocuting yourself when you plug the mixer in, which is why this is stated in the user manual **and** on the mixer itself.

Using what is stated above as our reason, Kitchen Wizard Inc. will be unable to repair or replace your broken Kitchen Wizard mixer. The damage caused to the motor housing is too much for us to repair, and because you violated your warranty, we are unable to replace it as well.

We at Kitchen Wizard Inc. are sorry to say this; therefore, we have enclosed a coupon for 35% off a new mixer. If you choose to use this coupon, please do so before the expiration date, April 19, 2013.

If you have any questions regarding this letter or the broken mixer, please write back or call 972-672-4814.

Best regards,

Kathryn Davis
Customer Service Manager
Kitchen Wizard Inc.
36789 Industrial Blvd.
Houston, TX 77843

P.S. Thank you for the cookies, but I must respectfully deny them because they were shipped in a package. I would very much appreciate the recipe, though.

