

Sample Adjustment Letter #2

LA Gadget Emporium 119 S.  
Vineyard Avenue Ontario, CA 91761

March 5, 2004

Mr. Yew Wong  
47875 Elk River Rd.  
Eureka, CA 95501

Dear Mr. Wong:

The *Speedo Fruit and Vegetable Peeler*® you returned to us on a February 22<sup>nd</sup> is damaged beyond repair and we have taken the liberty of discarding it for you.

In your letter you mentioned placing the peeler in the utensil basket of the dishwasher.

The cleaning instructions that came with your LA Gadget Emporium purchase clearly explains that the cutting blade is removable and dishwasher safe. The cautionary note, printed in bold red ink, specifically warns against putting the entire peeler in the dishwasher.

Gadgets of this sort are battery operated and may not be put through the extreme heat, wash and rinse cycles of a dishwasher.

I'm sorry that we I am unable to replace your gadget. Please accept the enclosed coupon good for 15% off your next purchase of \$50.00.

Sincerely,

Ann Hope  
Customer Service Representative