

Chase Williams  
Customer Service Manager  
Kitchen Wizard, Inc.  
36789 Industrial Blvd.  
Houston, TX 77843

April 16, 2014

Joanna Logan  
307 N. Sherman St.  
Ennis, TX 75119

Subject: Broken Kitchen Wizard mixer, model 69B

Dear Ms. Logan,

We want to thank you for your letter to us here at Kitchen Wizard appliances. We received your letter and packaged item and had it examined thoroughly by our team of experts. After examining your mixer, we wanted to inform you that unfortunately your mixer is beyond repair and that your current warranty is invalid due to the water damage.

The Kitchen Wizard mixer, model 69B, is a delicate appliance because small particles of food can leak into the motor housing which creates the need for it to be constantly cleaned out to avoid buildup. The appliance's design allows you to handle most of your cooking/baking needs. However, when foods such as dough make it into the motor housing it tends to cause the motor to run into problems and malfunction. Your appliance came with a warranty that calls for a replacement of it if the only damage to the motor came from food particles leaking into the housing and disrupting the designed function.

Ms. Logan, we want to apologize for the inconvenience this may cause you. You are a valued customer and we hope that this incident will not affect your business with us in the future. We would like for you to accept this coupon on behalf of Kitchen Wizard Inc. towards the purchase of a new mixer. It is the best that we can do for you given the circumstances and we just hope that you will continue to bake those delicious cookies with our appliances.

Best Regards,

Chase Williams  
Customer Service Manager

Enclosure: discount coupon

Chase Williams  
Nonfiction Contest Coordinator  
American Literary Review  
University of North Texas  
Denton, TX 76203

April 16, 2014

Subject: Your submission to the American Literary Review

Dear contestant,

On Behalf of the American Literary Review I would like to thank you for your submission into our annual contest. This year we received around 85 entries into our nonfiction category which made choosing a winner one of the hardest decisions we have had yet.

Your participation in the nonfiction contest is greatly appreciated. We enjoy reading all of the submissions and take careful consideration with each work. We have a great panel of judges who have had years of experience in analyzing and critiquing literary works. Our judges grade your submission on a ten point scale, with ten being the highest possible score. The judges stick to a set criterion when evaluating your submission. That criterion includes length of submission, relevance to the subject, and factual correctness. After we reviewed all of the submissions a winner was chosen from among the top submissions. Unfortunately, after grading all of the essays your essay was not chosen as the winner. Please refer to the attached score sheet for more information.

This year was really competitive in the nonfiction contest and you did an excellent job. We tend to notice that the winner for each of our categories is usually a repeat contestant from the years before. In that regard, we hope that you will continue to submit your work as you could possibly win next year's event.

Sincerely,

Chase Williams  
Nonfiction Contest Coordinator

Enclosure: Score sheet