**Sample Letter #1**

We are sorry to learn of your misfortune on Lake Springfield when your propeller broke. We have determined from the picture you sent that the 3 HP motor was one that we sold over five years ago, and we no longer stock that model. Of course a five-year-old motor is beyond any warranty period, so we will not be able to replace the blade. However, we do carry a large stock of universal propellers, which we offer at reasonable prices. Please come by the store and we will be pleased to help you.