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Article #2: Perfect Muffin Kit

To Whom it May Concern:

On March 5, 2010, I bought a Perfect Muffin Kit from your store at Midfield Mall. The cashier who assisted me was George. George was very friendly and assured me that the Perfect Muffin Kit would live up to the guarantee on the box: "Perfect Muffins Every Time!"

Unfortunately, this product did not live up to its claim. Although the box promised, as I stated above, to provide "Perfect Muffins Every Time," the muffins I made were far from perfect. I followed the directions included in the package very carefully. First, I removed the bag of mix from the box. Then, I poured it into a bowl. Next, I added the correct amount of water to the mix and stirred it. The directions said that after stirring the mixture, I could, and I quote, "add half a cup of raisins, nuts, berries, or another favorite ingredient." My favorite ingredient happens to be hot sauce. I find that a dash of hot sauce makes pizza, pasta, and soup taste very delicious. So, continuing to follow the directions, I added half a cup of hot sauce to the mix and stirred it. Finally, I poured the mix into muffin tins and baked it in the oven at 350 degrees for exactly 20 minutes.

When the muffins finished baking, I was very excited to eat the "Perfect Muffins" as promised on the box. You can imagine my disappointment when, upon tasting the muffins, I discovered that they were not perfect. These muffins were, in fact, absolutely terrible. Not even my dog was interested in eating these supposedly "perfect" muffins. I would appreciate a full refund (\$3.99) for this product as soon as possible. Enclosed are the receipt, the empty box, and one of the un-perfect muffins so that you can experience it for yourself. Thank you for your prompt attention to this matter.

Sincerely,
Michelle Bauer