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Dear We are sorry to hear that you have been experiencing problems with your new [name of product]. While we do ask that our customers contact their dealer in the event of a problem , we recognize that , in your case , it his would be impossible. Therefore , if you will carefully package the unit in its original carton and send it to us , our "doctors" will put it through a thorough examination to determine the source of the problem. If the problem turns out to be a minor adjustment , we shall make the repair and be sure to return the [product] to you within thirty days. If our determination is that the unit is defective , we will send you an immediate replacement. Again , I am sorry that you experienced this difficulty and wish to thank you for your patience and for purchasing our [product].

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