

RUSTY LUCAS
P.O. Box 422
SANDUSKY, OHIO 44871

February 11, 2005

Blockbuster Video
1201 Elm Street
Dallas, TX 75270
ATTN: Customer Service and Promotions

Dear Blockbuster:

Two months ago I rented a movie from one of your stores in my local area. It is one of my favorite movies ever called *Enter the Dragon*. I am sure that you know of it since it was the best martial arts movie of all time.

I try to watch that movie at least once a year because it was a movie that I used to watch whenever it came on television with my aunt. She was a karate and judo expert and even taught me a few moves. (We did not like the *Karate Kid* movies and thought that Ralph Machio was a poser, but we both really enjoyed that portion of *Kentucky Fried Movie* that paid tribute to *Enter the Dragon* in a mocking sort of way).

But now I have a problem that I hope you can help me with. See, I own my own copy of *Enter the Dragon* on VHS. It was a Christmas gift from my Aunt Aggie about 15 years ago when she was still alive. She has since passed on, but I still watch that video each year on her birthday in December. When Aunt Aggie's birthday came in 2004, I could not find my VHS copy of *Enter the Dragon*. I had recently moved and all my videos were still packed up in unmarked boxes. I own almost 450 videos, so rather than sort through all of my video boxes, I decided to rent a copy of *Enter the Dragon* from your store. I could not go without watching the movie on Aunt Aggie's birthday. Not long after that, I had to unpack all my stuff anyway because I had promised a friend that he could take my cardboard boxes to collect the recycling stipend. He had to do that before January for it to qualify on his 2004 taxes. In that process of breaking down the cardboard for recycling, I located my copy of the movie and watched it again just for good measure so that Aunt Aggie would be happy. I believe that she looks down on me every day.

By some horrible mistake, the videotape I returned to your store was **my** copy of the video and not the Blockbuster copy of the video. You can understand that I need to get my copy back. It has such great sentimental value. How can I track it down? I am especially concerned now that you have implemented the new no late fee policy where you convert unreturned video rentals into sales. Could it have already been sold as a used copy? Please let me know what I need to do to track down my movie.

While we really enjoyed the Bruce Lee movie above as our absolute favorite, Aunt Aggie and I were also very big fans of bad science fiction movies. Did you know that last summer they made a low budget science fiction film in my Sandusky, Ohio hometown? *Close Encounters of the Fourth Kind: Infestation from Mars*. I tried to get a part in the film as an extra, but I missed the casting call when my alarm clock failed to work that morning. That would have been my dream to be in that movie! In fact, I was dreaming about that very thing when my alarm clock betrayed me that morning. I won't bore you with the details of my dream, but Aunt Aggie was in it, and she was also an extra in the film (in my dream, I mean).

I think that you should run a PR campaign to bring more attention to the science fiction genre of movies available in your rental stores. Maybe once the novelty of the 'no more late fees' promotion dies down, you can start a campaign called Blockbuster Appreciates Science Fiction and put up B.A.S.F. banners in all of your stores!

I would be willing to help with any local promotions and decorating. Aunt Aggie would then smile down upon us all! Please help me to find my copy of *Enter the Dragon*.

Sincerely,

A handwritten signature in cursive script that reads "Rusty Lucas".

Rusty Lucas

p.s. Does Blockbuster have free baseball caps for sale? If so, I would like to buy one, but only if it is available for free. I think that your blue and gold hat would look very good on my head when I am going to local high school sporting events since the team that I support wears the same colors as your store. Please send me a free Blockbuster baseball cap.