



# JARED B. HALL

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December 14, 2015

Kevin O'Conner  
The Offline Assistant

Via Email

RE: Castleman Consulting, LLC; Order Fulfillment

Dear Mr. O'Conner

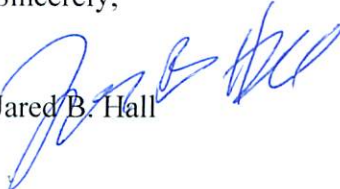
I represent Castleman Consulting, LLC, which contracted with your firm to provide order fulfillment for various products. The above-referenced matter has been referred to my office for potential litigation. My review of the file indicates the following:

- (1) Castleman Consulting entered into a contract with your business, The Offline Assistant, to provide order fulfillment and processing.
- (2) Instructions, training manuals and ordering spreadsheets were provided to you and your staff as well as access to the online ordering portal. Further, Mr. Castleman and his assistant were available to provide additional guidance and clarification.
- (3) You and your staff did not follow the correct ordering protocol and procedures, over-ordering and effecting delivery of \$7,897.68 worth of product.
- (4) The error was not consistent, in that many times the ordered item were correctly entered, ordered and delivered. This shows your staff failed to follow the instructions, manuals and procedures and not an error in those instructions, manuals and procedures.

It is my conclusion that you are responsible for the failure to correctly fulfill and process the orders and that a court of law, when presented with the objective facts of this matter, would find the same. In an effort to resolve this matter, demand is hereby made for payment of the \$7,897.68 lost due to your mistake. However, if litigation becomes necessary, I will seek \$11,670.83, which includes the profits lost, plus court costs and attorney fees.

We would like to discuss this matter further with you in a good-faith effort toward resolution. Please contact me or Mr. Castleman within the next 20 days at your convenience. If we do not hear from you, I expect that my client will require suit be filed against you without further notice.

Sincerely,

  
Jared B. Hall