

6011 West Broad Street

Richmond, VA

October 7, 2013

Mr. Larry Boot

233 Millsaw Road

Philadelphia, PA 19019

Dear Mr. Boot,

On behalf of our team at NuMark, we apologize that you were not completely satisfied with your purchase of our new MarkTen Electronic Cigarette. We are making it up to you by granting you a complete electronic bundle kit and new MarkTen e-cigarette free of charge! Our teams at NuMark deeply appreciate our customers and aim to provide them with the best possible experience of using our products. As with our consumer appreciation, we value any feedback provided by our consumers and take each one into consideration. Since the MarkTen is one of our newest products, we are still testing it out and feedback is entirely welcomed to our company.

In your letter you expressed annoyance with having to purchase a separate electronic bundle kit in addition to the MarkTen e-cigarette and stated there are other compatible chargers on the market for a cheaper price. The issue with this, however, is that those other chargers drain out the battery of the MarkTen, leaving it with a shorter battery life, which in turn will force you to purchase a brand new MarkTen cigarette. We suggest our consumers purchase the battery kit because it will charge the MarkTen in the appropriate way and give it the suitable battery life it needs to provide you with the best experience.

As we promised, you will find your free MarkTen e-cigarette and electronic bundle kit enclosed in the package alongside this letter. Thank you again for purchasing a MarkTen electronic cigarette and we hope you continue your business with NuMark. If you have any additional comments of concerns, feel free to address them to our team as we will be glad to assist you.

Sincerely,

The Members at NuMark