



May 29<sup>th</sup>, 2025

**Response to Complaint by Mr. Ocampo Regarding Product Development Agreement**

To Whom It May Concern,

We are writing in response to the formal complaint submitted by Mr. Donelio Ocampo regarding his engagement with My Product Today, LLC ("MPT") for the development, engineering, and manufacturing of his patented exercise device.

We acknowledge that Mr. Ocampo entered into a contractual agreement with MPT on June 13, 2023, and remitted a total of \$109,298.00 for comprehensive services, including engineering design, prototype development, branding, and an initial manufacturing run of 500 units. These funds were allocated to support work by both our domestic and international teams, including our contracted engineering staff in China.

From the outset, MPT maintained regular communication with Mr. Ocampo and made every effort to provide full transparency throughout the project. Mr. Ocampo was given free access to the CEO's calendar to schedule calls at his convenience, and was provided with progress updates, including images and videos of the prototype work completed by our factory partners and engineers.

Despite our continuous efforts, the project encountered unforeseen and uncontrollable delays, particularly due to escalating international trade tensions. In early 2024, public threats of renewed tariffs by former President Donald Trump caused a surge in demand across Chinese manufacturing facilities, which severely affected our production queue. Unfortunately, Mr. Ocampo's relatively small order size—while no fault of his—was not sufficient to grant us priority in these overwhelmed factories. We communicated these delays to Mr. Ocampo and emphasized that other clients were also facing similar challenges. We understand and regret the frustration caused.

While our agreement clearly stipulates that payments are non-refundable due to the nature of the work and investments involved, when Mr. Ocampo expressed a desire for a refund, we empathized and offered, in good faith, to explore that possibility once company finances allowed. We reiterated this in written communication and explained the hardship our company is currently enduring due to the international trade climate. At present, MPT is facing significant financial strain, and we do not have available capital to issue refunds. We have kept Mr. Ocampo informed of this situation to the extent possible.



As to his concern that communications ceased after funds were received, we respectfully disagree. While response times varied due to operational constraints, MPT remained engaged through both our CEO and designated Project Manager, Ms. Serena Conolly. All relevant correspondence, updates, and deliverables were provided to Mr. Ocampo to the best of our ability given the circumstances.

Regarding the prototype, we regret that it did not arrive in its original condition and understand Mr. Ocampo's disappointment. However, MPT did fulfill his request to return the prototype, which demonstrates our continued efforts to cooperate.

We categorically deny any intent to deceive or misrepresent and refute the characterization that military service was used in any manipulative fashion. Mr. Valderrama is indeed a veteran, and referenced this not as a sales tactic, but in the spirit of building trust and shared values. MPT has worked with dozens of inventors—many of them veterans—and has always aimed to operate with integrity and a deep respect for our clients' visions.

We deeply regret Mr. Ocampo's dissatisfaction. We understand the personal mission behind his product and sincerely hope to assist him in achieving it, whether through future development or by fulfilling our refund offer when financial conditions permit.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ricardo Valderrama', is written over a horizontal line.

**Ricardo Valderrama**

CEO, My Product Today

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