

Louis Rossmann
Rossmann Repair Group Inc.
2410 San Antonio Street
Austin, TX 78705
help@rossmannngroup.com

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VIA EMAIL

Zachary A. Westenhoefer, Esq.
The Law Office of Zachary A. Westenhoefer
30 Wall Street, 8th Floor
New York, NY 10005-2205
zack@westenhoeferlaw.com

RE: The webpage "Is WeRecoverData Safe?" & the correspondence since your June 19, 2026 letter
Response to Your July 24, 2026 Letter, & the Matters That Remain Open

Dear Mr. Westenhoefer:

This letter responds to your July 24, 2026 letter. WRD states that the statement identified in my July 13, 2026 letter *"was incorrect as written, and WRD corrects and retracts it."* WRD's June 19, 2026 demands have not been withdrawn & two matters remain open: the June 19, 2026 demand concerning WRD's locations and facilities & the question my July 13, 2026 letter asked about the `robots.txt` directives.

Part I. WRD's June 19, 2026 demand concerning its locations and facilities is not addressed in your July 24, 2026 letter, and WRD's Austin listing now displays "Drop-Off only." and "No Lab onsite."

Your July 24, 2026 letter does not mention the June 19, 2026 demand concerning WRD's "locations" & "facilities", which remains outstanding.

Your June 19, 2026 letter, at demand paragraph 3, demanded that Rossmann Repair Group Inc. & I

"[i]mmediately cease publishing or republishing false or misleading factual statements concerning WRD's services, pricing practices, locations, facilities, personnel, technical capabilities, credentials, customer relationships, and business practices."

The same letter described the webpage as containing

"false, misleading, and commercially disparaging statements concerning WRD and its services,"

& it listed among those statements that the page communicates

"WRD maintains "fake" or misleading business locations"

& that

"all 22 locations you purportedly investigated are virtual offices that fail applicable criteria."

Our webpage states that

"[a]ll 22 addresses investigated across the US and Canada are virtual offices operated by Regus, WeWork, Intelligent Office, or similar coworking providers,"

& that

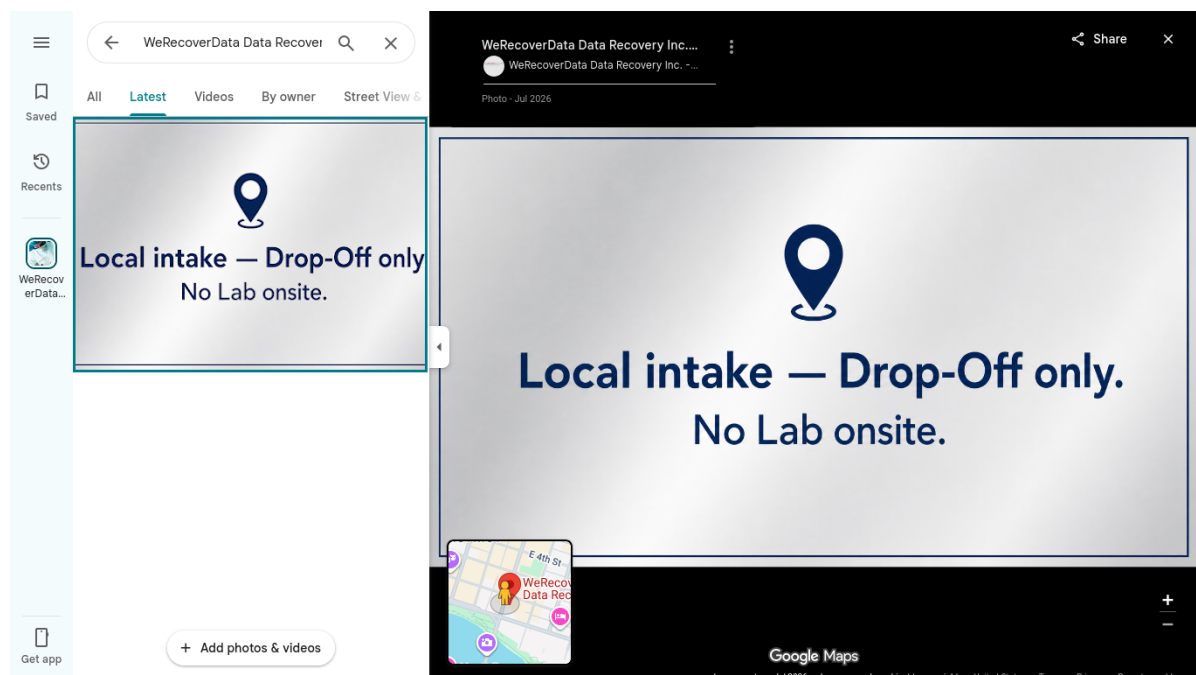
"[n]ot one dedicated data recovery lab was found at any claimed address outside of a possible central facility in New York or Florida."

It then quotes WRD's own location pages, which told customers to "[d]rop off your device along with your case number" & to call if *"the receptionist is unavailable."*

As of July 25, 2026, the Google Business Profile listing that my July 13, 2026 letter identified by the URL <https://maps.app.goo.g/AHMCgKGnwQUpLuKE7> displays the business name *"WeRecoverData Data Recovery Inc. - Austin - Drop-Off"*.

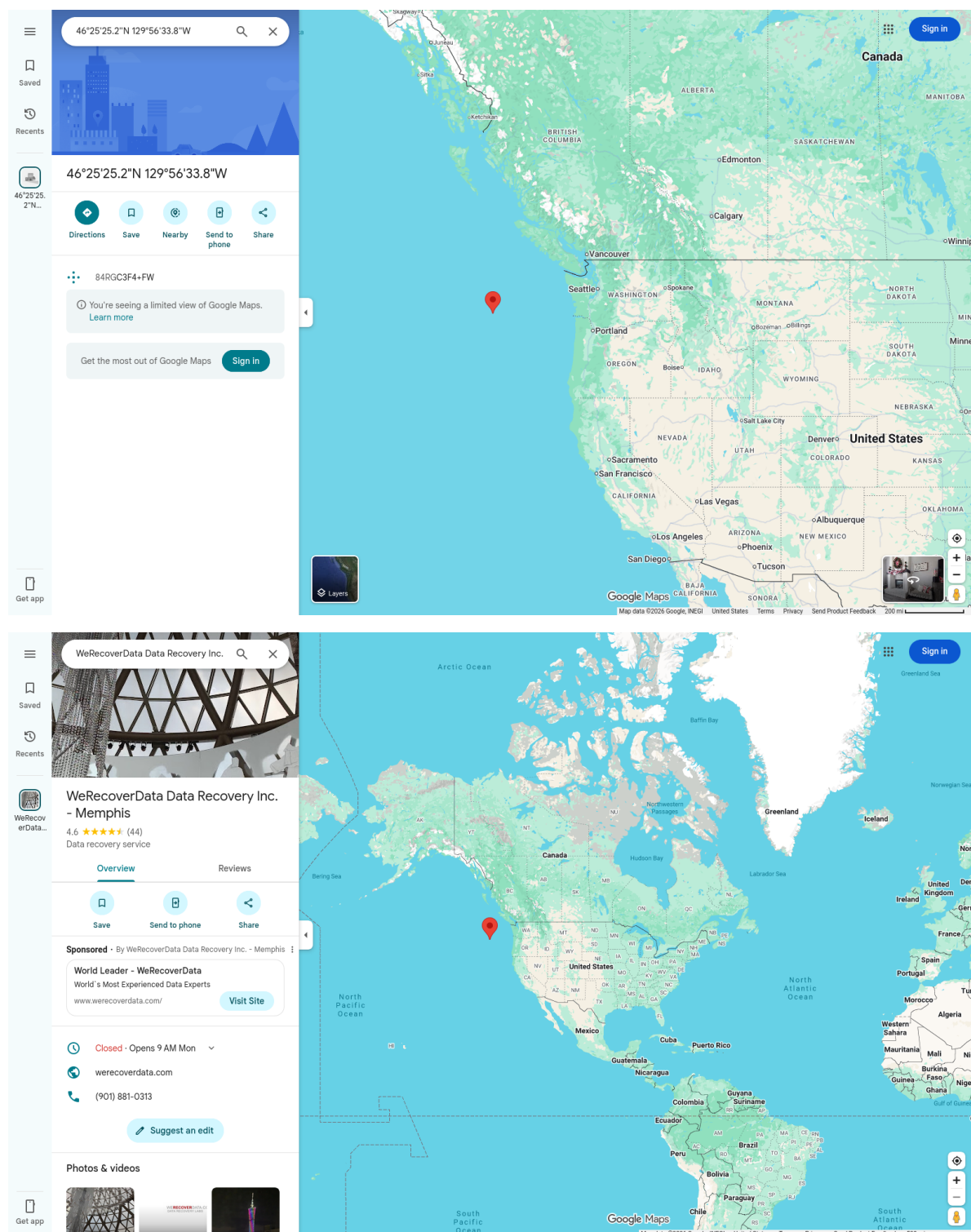
Note the addition of the word *"Drop-Off"*.

That listing's photo gallery displays a designed graphic which states **"Drop-Off only"** & **"No Lab onsite."** The gallery entry displays the uploader attribution *"WeRecoverData"*. The graphic is reproduced below, followed by the gallery entry as it appeared on July 25, 2026. According to Google, this photo was added July 2026.



The webpage's statement & the listing's current text match in one respect, which, in my opinion, is the most crucial: **there is no data-recovery lab at the advertised location**. A staffed drop-off counter is not a virtual mailbox & this letter does not equate them.

The pattern is not confined to Austin. My published table of WRD's advertised US locations links to the Google Maps listing for each one. On July 26, 2026, I opened all 46 map links & recorded where each settled. Thirty settled in their advertised cities. Fifteen settled on one identical point, 46.423669, -129.9427086, a pin Google Maps draws in the North Pacific Ocean off the Washington coast, & each of those fifteen listings displayed a name, a website, & a phone number, but no street address. One more opened with no listing shown at all. WRD's own city pages displayed street addresses for those same locations that same day. The point, & the Memphis listing as it opened, are reproduced below.



I do not know why those listings display what they display, who made them so, or since when, & this letter does not say. In my opinion, it is all very fishy: WRD called my statements about its locations false, & as of July 26, 2026, fifteen of the map listings bearing its name display no address & point into the ocean. If there is an innocent explanation, the point-by-point response WRD has promised is the place to give it.

Part II. The question of when the `robots.txt` directives were added remains open, eight archive captures cited on the webpage return the Wayback Machine's exclusion notice, & WRD is now the only available source for what werecoverdata.com used to say.

Your July 24, 2026 letter confirms that WRD is preserving

"historical versions of the robots.txt file, together with records reflecting the date and manner of changes to that file, including deployment and hosting-provider records".

That letter also states that WRD

"is not setting out the precise technical chronology in this letter"

& that the preserved records *"establish the chronology independently"*.

My July 13, 2026 letter asked when the directives disallowing `ia_archiver` & `archive.org_bot` were added to werecoverdata.com. I renew that request once: state the date those records establish, in the written response requested below by August 14, 2026.

My webpage links to eight snapshots of werecoverdata.com pages saved by the Internet Archive's Wayback Machine: WRD's Austin location page, three of its service pages, a blog post, a customer story, its privacy policy, & its data-security page. Every Wayback Machine link carries the date its snapshot was saved inside the link itself, & the eight dates are there for anyone to read: November 16, 2025; December 8, 2025; February 7, 2026; February 16, 2026; & four snapshots saved March 29, 2026. Every one of those snapshots was saved before your June 19, 2026 letter existed. As of July 25, 2026, opening any of the eight returns the Wayback Machine's notice that the URL has been excluded, while the snapshots of Better Business Bureau & Reddit pages linked on the same webpage still open normally.

As of July 25, 2026, the Internet Archive continues to serve rossmannngroup.com, with capture records for its root URL running from February 17, 2010 through July 19, 2026, & it currently serves no capture of werecoverdata.com.

Your July 24, 2026 letter answers the archive question this way:

"First, a robots.txt directive affects the Internet Archive's public display of its own snapshots; it does not delete, alter, or render inaccessible anything in WRD's possession, custody, or control. Second, WRD's own site records, including native files, database records, and change history, are the material evidence of the site's prior form, and they are preserved. Nothing within WRD's possession, custody, or control has been altered, deleted, or rendered inaccessible in derogation of any preservation obligation."

That answer is about what WRD keeps. **My concern is about what everyone else can no longer see.** I do not contend that WRD violated a preservation obligation, & I am not saying anyone broke a law. My concern is narrower & practical: **I can no longer check WRD's site & yet WRD can still check mine.**

The change was not prospective. As your letter puts it, the directive affects the Internet Archive's public display of snapshots it already had. The eight captures the webpage cites were publicly viewable when I cited them in March 2026. They are excluded now. The change happened somewhere in that window & WRD has not said where.

Here is my biggest concern; with werecoverdata.com gone from the neutral archive, if what WRD's pricing pages, location pages, or terms of service used to say is ever disputed, the only surviving copies are WRD's own & the captures I made for the webpage WRD calls false, & there is no neutral third-party copy left to check either of us against. Your letter says the preserved records *"establish the chronology independently"*, but no one outside WRD can read them. On the history of WRD's website, I am left trusting WRD.

The reverse is not true, because I have *not* removed my website from any neutral archive. rossmannngroup.com's public history runs more than sixteen years & anyone can pull up what a page of ours said on any captured date from 2010 to the present ***without asking & without trusting me***. My own preservation isn't even load-bearing: if I had kept nothing, the neutral record of my site would still exist. WRD asked me to preserve my records & I have. I have not put WRD in the position I now find myself in.

I'll say in my opinion how this looks: one party left its website open to inspection by a neutral third-party archive for more than sixteen years. The party threatening litigation's website disappeared from that archive's public view on a date it has not stated, & that party now offers its *own internal copies* as the evidence of what its pages said. If this dispute ever reaches a judge or a jury, **that side-by-side comparison will be drawn & I do not believe it will be drawn in WRD's favor**. In my opinion, the party that has kept everything public & archived by a neutral third party tends to be believed. The party whose public record vanished, on no stated date, tends to get asked when & why.

That is not a legal conclusion, & it is not an accusation of anything unlawful. It is my opinion of how this record will read to anyone who picks it up.

There is a simple way to close this subject. Remove the `ia_archiver` and `archive.org_bot` directives from werecoverdata.com's `robots.txt` & ask the Internet Archive to restore public access to the snapshots it already holds. If the archived pages say what WRD says they say, restoring them costs WRD nothing & puts both of us back on the same evidence. I ask for WRD's answer on that request in the written response requested below by August 14, 2026.

Part III. WRD promised a point-by-point response, has identified no false statement in the 37 days since it asserted falsity & its own Austin listing now reinforces the webpage.

Your July 24, 2026 letter promises a response:

"WRD is preparing a factual response to your original March 2026 publication and the subsequent videos published in recent weeks. That response will address the issues point by point, identify the specific items WRD believes are incorrect or materially incomplete, provide the supporting records, and candidly acknowledge the criticisms WRD accepts and the changes it is making."

Your July 2026 email likewise said a formal response was forthcoming and that its preparation might take several weeks.

As of July 26, 2026, 37 days have passed since your June 19, 2026 letter asserted that the webpage contains false, misleading, and commercially disparaging statements. **In those 37 days, WRD has not identified which statement on the webpage is false, has not said what makes any statement false, & has not produced a record establishing falsity.** Naming subject areas, as demand paragraph 3 does, is not identifying a falsehood. The June 26, 2026 response invited WRD to identify any specific statement it contended was false and committed to correcting anything WRD shows to be false. Your July 24, 2026 letter says WRD *"has taken you at your word."* Thirty days after WRD received that invitation, nothing has been submitted under it.

In the same 37 days, the one substantive development on the locations question ran the other way. My July 13, 2026 letter identified the Austin listing by the name it then displayed, "WeRecoverData Data Recovery Inc. - Austin". As of July 25, 2026, that same listing, the one from which your July 24, 2026 letter states WRD removed owner replies that were "drafted and posted by WRD personnel", displays the name "WeRecoverData Data Recovery Inc. - Austin - Drop-Off" and the "Drop-Off only" and "No Lab onsite." graphic reproduced in Part I.

To put it more simply,

WRD, through counsel, called it false and misleading to say that WRD's advertised locations are virtual offices rather than labs, and the listing WRD controls now tells the public the same thing the webpage says: there is no lab at that address. WRD has not corrected the webpage. Rather, WRD has reinforced it.

I answer WRD's letters within days of receiving them, because the webpage rests on observable reality. I cite addresses anyone can visit, listings anyone can open, & point to pages one can plainly read. **A party holding proof of a falsehood points to it, because it ends the argument. In my opinion, the reason WRD has produced no point-by-point response in 37 days is that there is no documented falsity to put in one.** If I am wrong, the response will show it. Serve it, with the supporting records your letter promises, by August 14, 2026, the date this letter already sets. That response should also identify, in WRD's words, the criticisms WRD accepts & the changes it is making, as your letter promises.

Part IV. Calling the webpage false produced more checking.

It is only natural to dig deeper into WRD's locations when WRD claims my statements about its locations are wrong. An assertion of falsity is an invitation to re-verify. Re-verification is not retaliation, but rather, it is what a publisher who stands behind his page owes his readers. That is what I did after June 19, 2026, & **every time WRD repeats the assertion, I check again.** The July 25 & 26, 2026 checks recorded in Parts I and II are part of that work, & the checking since June 19, 2026 has produced more supporting material.

It has also drawn attention I did not solicit. Kay Dean is a former federal investigator who operates FakeReviewWatch.com & whose assistance New York Attorney General Letitia James credited by name in an [October 30, 2023 press release concerning manipulated online reviews](#). In July 2026, Mrs. Dean contacted us to provide captures from her own investigation concerning review-exchange activity & WeRecoverData listings, together with her account of what they show. She contacted me. Her records arrived after your June 19, 2026 letter, in the middle of the public dispute that letter set off.

Rossmann Repair Group Inc. publishes that material at <https://rossmanngroup.com/kay-dean-werecoverdata-findings>. The page reproduces her records with their underlying screenshots, quotes her conclusions in her own words & attributes them to her as hers. It states plainly what the records do & do not show, including that they do not establish that WRD directed, solicited, paid for, or knew about any review exchange. This letter asserts none of those things and makes no accusation about WRD's review practices. The page carries a standing offer to correct any specific inaccuracy.

That page exists in its current form because WRD sent the June 19, 2026 letter. The assertion of falsity is what sent me back to check everything again & the public dispute is what brought her records to me. In 37 days, the checking WRD set in motion has surfaced additional material from an independent source & not one identified false statement. The point-by-point response WRD has promised is the place to address that page & I invite WRD to address it there.

Part V. My opinion on why these letters were sent: the webpage set WRD's advertised location network beside Google's own listing rules, and WRD wants that subject closed rather than examined.

What follows is my opinion. Every fact it rests on is stated in this letter or quoted from a public source.

Google publishes "**Guidelines for representing your business on Google**" (Google Business Profile Help, <https://support.google.com/business/answer/3038177>, retrieved July 25, 2026). That page states the following:

"Businesses can't list an office at a co-working space unless that office maintains clear signage, receives customers at the location during business hours, and is staffed during business hours by your business staff."

The same page states:

"If your business rents a physical mailing address but doesn't operate out of that location, also known as a virtual office, that location isn't eligible for a Business Profile."

Set those rules beside what Part I records from WRD's own listing & location pages: the listing name carrying "Drop-Off", the "No Lab onsite." graphic, & location pages that told customers to drop off a device and to call if "the receptionist is unavailable". Whether any listing meets Google's guidelines is Google's determination, not mine.

The webpage put WRD's advertised location network next to Google's own rules in public, where WRD's customers can see both. I believe the June 19, 2026 letter was sent because of that: not because the webpage was false, but because it was right. Because, in my opinion, WRD's location marketing **IS** in *direct conflict* with the listing rules quoted above, & because having that conflict examined in public is not to the interest of the business owner.

Your July 24, 2026 letter says WRD "led with legal correspondence," calls that "the wrong first approach" & concedes it "could reasonably have appeared to be an effort to suppress criticism rather than answer it." Those are WRD's words & I agree with them.

Thirty-seven days of *asserted falsity* with **no identified false statement** is consistent with that explanation. I believe the June 19, 2026 letter was an attempt to intimidate me into silence, not an attempt to correct a record.

Let me be clear in stating that I have no respect for that approach.

Part VI. WRD disclosed that the June 19, 2026 letter was one of several, and anyone who received similar correspondence is invited to contact me.

Your July 24, 2026 letter states:

"At approximately the same time, WRD, through counsel, sent cease-and-desist correspondence to several competitors and other industry participants concerning public statements that WRD believed were inaccurate, misleading, or materially incomplete. The letter to you was part of that broader effort."

I now understand that the June 19, 2026 letter to me was not an isolated incident, but rather, part of a more coordinated campaign. Let me be clear: I do not know who all of these other recipients are, & I have not seen what they've all been sent. However, I have no reason to believe a different strategy was employed in dealing with them than was deployed in dealing with me. It is my opinion that if WRD sent others what it sent me, that industry colleagues have received an assertion of falsity with no identified falsehood behind it. Part V states what I believe correspondence like that is for. Anyone who received similar correspondence is welcome to contact me.

Please understand what that disclosure did. You told me my letter was one of several, sent to competitors & others in our industry at the same time.

I regard a threat to one of us as a threat to all of us. Your disclosure does not comfort me in making me feel like I was a part of a routine procedure; rather, it tells me this was *never* about one webpage or one critic. In my opinion, it was a coordinated campaign to silence everyone before the truth came out. That does not soften my position. It hardens it & I will see this through to the end.

Your July 24, 2026 letter is more conciliatory toward me than your June 19, 2026 letter was. A softer tone resolves nothing. Trust is earned by conduct, & the conduct on this record has not earned it: 37 days of asserted falsity with no identified falsehood, a false statement about me that WRD itself has retracted, & demands that have not been withdrawn. ***You have asked me to preserve evidence while your own website's history vanished from the neutral, third party archive on a date you will not state, & have claimed I have made falsities only for your own Austin listing, in an upload Google itself attributes to WeRecoverData, to now tell the public there is no lab at that address, after evidence was continuously provided.*** This does not end my interest in this subject & it does not answer the questions this letter asks.

What moves this forward is written answers: the date question & the archive-restoration request in Part II, the point-by-point response in Part III, & the withdrawal question in Part VII.

Part VII. WRD's June 19, 2026 demands remain outstanding, and I ask WRD to state whether it withdraws them.

Your July 24, 2026 letter states that WRD is *"not presently pursuing litigation"* & is *"not asking you to remove the webpage or videos"* & it states that nothing in it is intended to waive, prejudice, or limit any *"rights, claims, defenses, or remedies"* of either party. It does not state whether the June 19, 2026 demands are withdrawn. Those two letters cannot both govern: your June 19, 2026 letter's first demand asks for exactly what your July 24, 2026 letter says WRD is not asking for, removal of the webpage, & that demand has not been withdrawn. State which governs.

I ask that WRD state in writing, by August 14, 2026, whether it withdraws them in full. An expression of regret or a softened tone in correspondence is not a withdrawal & Rossmann Repair Group Inc. & I will treat the demands as live until WRD states otherwise in writing.

In my opinion, the last 37 days say everything about where WRD's effort went. In that time, WRD retracted its own statement about me, removed its owner replies from the listings it controls, and its Austin listing began displaying *"Drop-Off only"* & *"No Lab onsite."* Somewhere between the dates of the captures cited in Part II & July 25, 2026, on a date WRD has not stated, werecoverdata.com's history left the Internet Archive's public view. In those same 37 days, WRD has not quoted one sentence from my webpage while showing what makes that statement false & has not produced one record.

In my opinion, on the webpage WRD calls false, the visible effort went into changing what the public can see, not into proving that anything I published is wrong.

This is my opinion: a company with proof leads with the proof. A company with a promise leads with the promise. WRD is 37 days into the assertion & still at the promise. I have no respect for this approach, and I will not pretend otherwise: managing visibility is not correcting a falsehood & I will not treat it as one.

I report on the data-recovery industry & publish documented consumer-protection criticism. I have publicly supported other people & projects that received similar demands. I will continue to do both. That reporting is not a subject of this correspondence. It is not offered in exchange for anything, and it does not depend on anything WRD does. Nothing in this letter is a threat to publicize, report, or expose anything.

The positions Rossmann Repair Group Inc. & I stated on June 26, 2026 & on July 13, 2026 stand. I ask for a written response to this letter and to my July 13, 2026 request by August 14, 2026.



The cat pictured above is my beloved kitten, Mr. Clinton. He has been with me for 17 years; his birthday being approximately 3 months prior to the oldest snapshot of <https://rossmannngroup.com> on archive.org. He has been with me through most of what I've built. I recently learned that he is likely terminally ill & I hope to spend whatever time he has left at his side.

Between juggling multiple businesses & non-profits, time with him is the scarcest resource I have. To date, WeRecoverData & your firm have received roughly 3% of my attention & everything documented in our correspondence is what 3% looks like. However, if WRD drags me into court over a webpage it has spent 37 days not disproving, those hours will come out of the final days I have with my kitten, which is time nothing gives back.

A case that takes those days from me will have my complete attention for as long as it exists. At that time, WRD & your firm will witness what having 100% of my attention on its case looks like, not because the webpage needs defending harder, but because of what your case took away from me.

The deadline is August 14, 2026.

Govern yourself accordingly.

Sincerely,

Louis Rossmann

Individually and on behalf of Rossmann Repair Group Inc.