

EXHIBIT A

Email from LEGO Customer Service

Dated February 28, 2025

From: [Chrys Gorman](#)
To: [Sarah Elizabeth Spencer](#)
Subject: Fwd: LEGO Service 09155364
Date: Friday, March 20, 2026 7:11:44 PM
Importance: High

----- Forwarded message -----

From: **musicmansell** <mansellsmail@gmail.com>
Date: Fri, Mar 14, 2025, 11:20 AM
Subject: Fwd: LEGO Service 09155364
To: [REDACTED] Chrystal L [REDACTED]

----- Forwarded message -----

From: **CSS** <css@support.lego.com>
Date: Fri, Feb 28, 2025 at 10:29 AM
Subject: LEGO Service 09155364
To: mansellsmail@gmail.com <mansellsmail@gmail.com>



Hello Bryan,

Thanks for taking the time to write to our CEO, Niels. He's forwarded your email to us as he's not able to respond to all the messages he receives.

I'm so sorry to hear that you and your father are going through this, I can't begin to imagine what it feels like for the both of you. Bricks and Minifigs isn't affiliated with the LEGO Group in any ways, which means we aren't able to dictate their action nor have we any control over what they have or will do.

If you are in need of a list of the history of orders we have for you from orders placed on LEGO.com or through your Insiders account, I'd be happy to put that together for you.

Wishing you all the best.

Cynthia
LEGO® Customer Service Supervisor

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Hello,

I am writing to you with great concern over what has transpired at a LEGO sponsored Bricks and Minifigs store in Keizer, OR. My father who is 83 years old and myself have been building a massive Star Wars LEGO collection over the course of the last decade. LEGO was a toy we shared when I was a kid, and now he wanted to share it with his grandchildren. He chose LEGO as an investment and began purchasing sets and figures to be kept new and in box, so that one day they could be sold to help pay for the grandkid's college education. In total we had collected over 780 sets and 1200 minifigures.

Last year I took this collection into the Keizer, OR. Bricks and Minifigs location to consign with the store and create a contract for them to sell it over the next year or so. We had a big unveiling that was covered in the local news, social media posts, and a line of people out the door to see this once in a lifetime collection. Everything was going great until November of 2024. The Bricks and Minifigs Corporation had some sort of disagreement with the store franchise owner and decided to come in and seize the store and all of the merchandise. The problem is, they seized my collection which did not belong to them at all. They were told about this collection and never reached out to us for over a week. During this time they removed any identifying stickers or tags we had on the items and continued to sell our sets. When I finally became aware of the situation and produced all the documentation to the store, and explained they were in possession of goods that did not belong to them that needed to be returned, they continued to lie and say they were unaware of any collection, claimed I had no way of proving the sets are ours, and they considered the matter closed. Essentially, they took over the store, stole our items, and don't think we have the time or resources to do anything about it.

We have reached out to local authorities as well as an attorney in trying to get this issue resolved, and so far we have discovered the Bricks and Minifigs corporation has turned out to have a pattern up here in Oregon of seizing stores to steal assets (Keizer and Canby locations) as well as a recent event involving over \$200k of Lego product being stolen and resold in Springfield Oregon. Some of these incidents are currently being filed and under investigation. Any attempt to resolve the matter amicably with them has been met with a strong arm response telling us to take a hike.

How can LEGO continue to support and do business with a company that could steal from an 83 year old man, and the collection he left behind for his grandchildren? This has put a tremendous amount of distrust in the store chain, and LEGO community of which we were so actively involved in for years. We thought by bringing our collection to a store licensed to sell LEGO products it would be a safe and secure way to sell the collection while keeping it in the LEGO community. We will be doing everything we can through social media, news outlets, and through legal channels to make sure we get the word out about what is happening in the hopes that the community will help step up and make this right. Furthermore, I would hope LEGO sees this or hears about it, and steps in to make these guys do what is right. As a company centered around family values, I would hope this type of behavior is not tolerated.

Sincerely,

Bryan Mansell



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