

**Labor Law Poster Service**  
Corporate Office  
5859 West Saginaw Highway, #343  
Lansing, MI 48917  
877-321-4144

November 19, 2021

Ms. Julie Boggess  
State of West Virginia  
Office of the Attorney General  
P.O. Box 1789  
Charleston, WV 25326-1789

Re: Leah Craver  
Miners Health Safety & Training  
7 Players Club Drive, Suite 2  
Charleston, WV 25311

We are in receipt of your letter dated November 12, 2021, regarding the complaint lodged by Leah Craver. We are sorry to hear that Leah Craver is concerned about her recent order.

By way of background, we sell posters containing notices required by law to be posted by employers. When an employer purchases a set of posters from us, they are assured that they are in full compliance with legal requirements. We have been a vendor providing posters for Ms. Craver's company, Miners Health Safety & Training, for many consecutive years as far back in the early 2000s.

In this on-line complaint, Ms. Craver states that she had contact and placed an order via the internet. Our records indicate that an order was placed over the phone by Leah Craver herself. She could have received a notice to order or simply called the number on the posters she already had. Also, she references another company's website, Laborlawcenter.com of which we have no affiliation. It appears Ms. Craver has confused us with another company and these claims would not apply to us. We did have the representative, who she originally placed the order with, contact Ms. Craver to resolve the matter. She stated that she was confused in this matter and would be contacting your office to withdraw this complaint. If further explanation or discussion is needed, our Customer Service department is available Monday thru Friday 8:30am to 7:00pm EST at 877-321-4144.

We trust this satisfactorily explains and resolves the matter. Should you have further questions or concerns, please do not hesitate to contact us.

Sincerely,



Michael Bishop  
Operations Manager

PATRICK MORRISEY  
ATTORNEY GENERAL

PHYSICAL ADDRESS:  
1900 Kanawha Blvd., East  
State Capitol Complex  
Building 6, Suite 401  
Charleston, WV 25305

MAILING ADDRESS:  
P.O. Box 1789  
Charleston, WV 25326-1789

E-Mail: consumer@wvago.gov  
<http://www.wvago.gov>



**STATE OF WEST VIRGINIA  
OFFICE OF THE ATTORNEY GENERAL**

November 12, 2021

Consumer Protection  
and Antitrust Division  
(304) 558-8986  
Consumer Hotline  
1-800-368-8808  
Preneed Funeral Services  
(304) 558-8986  
Senior Protection Hotline  
(304) 558-1155  
Fax: (304) 558-0184

Labor Law Center d/b/a WV Labor Law Poster Service  
5312 MacCorkle Ave SW #286  
South Charleston, WV 25309

Re: Leah Craver  
7 Players Club Drive  
Suite 2  
Charleston, WV 25311

Dear Sir or Madam:

We have received the enclosed complaint from the above-named consumer. The Attorney General is authorized by law to determine whether the consumer protection laws are being violated. We mediate complaints sent to us to assist consumers and merchants in settling disputes fairly and amicably.

Our office urges both you and the consumer to be conciliatory so that a fair and reasonable settlement can be reached. Please submit your written response within ten (10) days of receipt of this letter. Include with your response a copy of all documents pertaining to this matter or that you rely upon in your response.

Your prompt attention to this matter is greatly appreciated.

Very truly yours,

A handwritten signature in black ink, appearing to read "Julie A. Boggess".

Julie A. Boggess  
Mediator  
Consumer Protection and Antitrust Division

Enclosure