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United States Senate

COMMITTEE ON THE JUDICIARY

WASHINGTON, DC 20510-6275

April 29, 2026

VIA ELECTRONIC TRANSMISSION

The Honorable Andrew N. Ferguson
Chairman
Federal Trade Commission

Dear Chairman Ferguson:

On March 28 and October 21, 2025, I wrote you concerning allegations that The Knot defrauded customers and engaged in deceptive and fraudulent business practices.¹ Whistleblowers and media reports have reported that The Knot promises customers they will receive prominent placement on The Knot's website and high-quality leads; however, these small businesses have alleged that The Knot didn't advertise their businesses on the website as promised and the leads they received were largely fake and lacked legitimacy.² Further, they have alleged that The Knot promised discount pricing but failed to incorporate it into their customers' bills.³ Since I first wrote you concerning The Knot, my office has received hundreds of messages from small businesses owners from across the country, including from Iowa, alleging The Knot engaged in the aforementioned misconduct. On February 18, 2026, I received your response to my October 21 letter which said that you take seriously the allegations that The Knot engaged in deceptive and fraudulent business practices at the expense of small businesses.⁴ However, your response also said you "cannot disclose the existence or details of any non-public investigations."⁵ I appreciate you taking seriously the allegations I've brought to your attention. Small business owners who have spent their hard-earned money and allegedly received little to nothing in return want to know what's being done to investigate their claims. That includes small business owners from Iowa.

¹ Letter from Senator Charles E. Grassley, Chairman, Committee on the Judiciary to Mark T. Uyeda, Acting Chairman, Securities and Exchange Commission and Andrew N. Ferguson, Chairman, Federal Trade Commission (Mar. 28, 2025) https://www.grassley.senate.gov/imo/media/doc/grassley_to_sec_ftc_-_the_knot.pdf; Charles E. Grassley, *Grassley Presses FTC to Investigate Alleged Fraud, Deceptive Business Practices at Wedding Website "The Knot"*, Press Release (Oct. 22, 2025) <https://www.grassley.senate.gov/news/news-releases/grassley-presses-ftc-to-investigate-alleged-fraud-deceptive-business-practices-at-wedding-website-the-knot>.

² *Id.*; see Adam Iscoe, *Does the Knot Have a "Fake Brides" Problem?*, The New Yorker (Mar. 31, 2025) <https://www.newyorker.com/magazine/2025/04/07/does-the-knot-have-a-fake-brides-problem>; Thomas Barrabi, *The Knot's angry vendors dismiss CEO memo as 'damage control' after swindling advertisers allegations*, New York Post (Aug. 11, 2023) <https://nypost.com/2023/08/11/the-knots-vendors-dismiss-memo-after-alleged-advertiser-swindling/>; Alexandra S. Levine and Richard Nieva, *How Wedding Giant The Knot Pulled The Veil Over Advertisers' Eyes*, Forbes (Aug. 3, 2023) <https://www.forbes.com/sites/alexandralevine/2023/08/03/the-knot-wedding-whistleblowers-advertisers-fraud/>; Thomas Barrabi, *'The Knot' wedding site swindles advertisers, fosters 'culture of fear,' ex-workers claim*, New York Post (Jul. 19, 2023) <https://nypost.com/2023/07/19/the-knot-swindles-wedding-clients-fosters-culture-of-fear-ex-workers/>.

³ *Id.*

⁴ Letter from Andrew N. Ferguson, Chairman, Federal Trade Commission to Senator Charles E. Grassley, Chairman, Committee on the Judiciary (Feb. 18, 2026) (on file with Committee staff).

⁵ *Id.*

Accordingly, I'm referring for your review records I received from an Iowa small business owner recounting the alleged fraudulent and deceptive business practices they were subjected to by The Knot. The records enclosed with this letter include emails between the Iowa small business owner and The Knot representatives detailing an alleged bait-and-switch scheme perpetrated by The Knot and screen shots of messages from allegedly fake leads. As further detailed in the enclosed referral, the Iowa small business owner told The Knot the following about their experience with the company: "I'm drowning in bills from your company for leads that were promised but never received. I'm unimpressed and dissatisfied. I don't feel 'supported' - I feel deceived."

I request that you fully and thoroughly investigate these allegations against The Knot and provide me with updates on those efforts. I also reiterate my prior requests that you provide me with what steps you've taken to investigate all of the allegations you have received concerning The Knot's alleged deceptive and fraudulent business practices.

Thank you for your prompt review and responses. If you have any questions, please contact Brian Randolph on my Committee staff at (202) 224-5225.

Sincerely,



Charles E. Grassley
Chairman
Committee on the Judiciary

Enclosure

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

From: [REDACTED]@weddingpro.com [REDACTED]@weddingpro.com>

Date: Wed, Nov 5, 2025 at 3:11 PM

Subject: Re: How are your first 3 months with WeddingPro going?

To: [REDACTED]@gmail.com <[REDACTED]@gmail.com>

Hey [REDACTED],

Thank you for this detailed and candid feedback. I want to apologize. It's clear my last email contained some key errors that only added to your frustration, and for that, I am truly sorry.

You are absolutely right about your reviews, and I sincerely apologize for my misstatement. Thank you for the screenshots. Having 8 reviews is a fantastic foundation, and my comment was a poor and inaccurate way of trying to compare your storefront to tenured competitors with 100+ reviews. I am sorry.

Thank you also for clarifying the "Booked" status. I have corrected my records to show you have not yet secured a booking from our platform.

Regarding the "peak season" vs. "4-6 month" timeline: I am so sorry for that disconnect. Your sales rep was right that this is a peak time for *inquiries* (the start of the pipeline), and my comment was about the average time it takes for those initial inquiries to mature into *bookings* (the end of the pipeline). I apologize for not making that clear.

I also hear you on your follow-up process. My analysis is limited to on-platform activity, and I respect that you have your own system. The lead conversion process is not instantaneous and can be a long-term build, but it's clear my observation was not helpful.

[REDACTED], I hear your frustration, and I understand that your trust in us is broken and you want to cancel. I want to be as transparent as I can be: the 12-month agreement is a firm, non-cancelable contract. My hands are truly tied on this, and I am not able to terminate an active contract mid-term. I know this is not the answer you want, and I am genuinely sorry for that.

Since I cannot offer you a cancellation, my *only* focus is to provide the best strategic help I can for the remainder of your term. The **Lead Response Guideline** and **Reviews 101 Guide** I mentioned are the best tools I have to help you improve your conversion rate. I will send them in a separate email for you to review.

I am truly sorry this has been your experience thus far.

Warmly,

Roy [REDACTED]

----- Original Message -----

From: [REDACTED] [REDACTED]@gmail.com]

Sent: 11/5/2025, 3:32 PM

To: [REDACTED]@weddingpro.com

Subject: Re: How are your first 3 months with WeddingPro going?

Hello, Roy,

In response to your checkpoints, there are some things that you've missed.

- "First, I want to gently push back on the idea that you have seen no results. I was so excited to see that you have already marked one of your leads as "Booked" in our system. That is a fantastic win so early in your partnership, and it's the exact kind of momentum we can build on."
 - **I may have accidentally marked weddings as booked, but I have not, in fact, booked a single wedding. I didn't understand how to get rid of couples who are no longer pursuing me as an option. That is, *if* they're a real person.**
- "Second, I see you've been a partner with us for just over three months. In the world of wedding advertising, especially for a high-value service like cinematography, this is still the very early, foundational stage. It is a pipeline investment. It typically takes 4-6 months for that pipeline to mature and for the inquiries you're getting *now* to turn into the bookings you'll see *later*."
 - **When I spoke to the sales rep on the phone back in August, she insisted that that point in time was "peak season" to sign up because wedding inquiries would be flowing in. Not once did she mention it would take "4-6 months" to gain any traction. It sounds to me like an excuse for poor business practices.**
- "I also want to address your competition. The Des Moines photography/videography market is a competitive one, and many of the vendors you are competing with on the platform are tenured, with 50, 100, or even more reviews. Right now, your storefront has **no reviews**. This is the single most significant factor in a couple's decision to trust and book a vendor."
 - **You must be mistaken, I have 8 {eight} reviews between The Knot and Wedding Wire... Not sure where you're getting that number. I'll include a screenshot from my end in case you missed that. Also, I was told I was paying more to be put more at the top of my advertisement areas, plus I have fulfilled all of the content requirements that are put in place that supposedly help with my business visibility... I'll also include a screenshot of that.**

Credibility

Build trust and attract clients

Get 7+ reviews with a 4.5+ rating in 2025 to boost your chances of winning an award. Plus, vendors with reviews get up to 2x more leads. [Learn more](#)

the knot

Reviews: 6

Rating: 5.0

WEDDINGWIRE

Reviews: 2

Rating: 5.0

*Based on reviews and ratings from 2025

Next step:

[Request reviews](#)



Content



You helped boost your visibility!

Your Storefront is the first thing couples see, so keep your content fresh to continue to make a great impression. [Learn more](#)

the knot

Storefront: 100%

WEDDINGWIRE

Storefront: 100%

- "Regarding the 'ghosting,' I took a close look at your inbox. While I absolutely see the frustrating spam/Zoom leads (which I am so sorry about), I also saw **several legitimate inquiries** from real couples. In many of those cases, the conversation stalled because there was **no follow-up** from your end after the initial reply. In today's market, a persistent, multi-step follow-up is critical to turning an inquiry into a conversation."
 - **There is not a single inquiry that I haven't followed up with. If I didn't follow up, it was because they had spammy tendencies or I was unavailable for their date. I also emailed all the inquiries through my personal email as a follow-up. I've been in business for 5 years. I know that not replying is not good business practice. Also, extremely strange to not get a single response back from any of these supposed "legitimate inquiries".**
- "Lastly, I understand your concern about accusations you've read online. My sole focus is on your individual account and providing a path for your success."
 - **I'm going to be honest, this is not reassuring. I don't trust that anyone within your business cares about my business's success. I've heard from multiple horror stories from wedding photographers who regret ever doing business with The Knot or Wedding Wire and felt it was one of the biggest business mistakes they've ever made.**
- "Regarding your request for an immediate contract cancellation, I must be transparent. You are currently in a 12-month committed contract. This agreement is in place precisely because it takes a full wedding season cycle to build the pipeline and see a true return on investment. We are committed to delivering the advertising you paid for, and we are held to that, just as you are held to the 12-month agreement. I respect your request for no phone calls. I am not asking you to "talk it through." But I am asking you to not give up on your investment after only three months, especially when there are clear, actionable steps we can take to fix this."
 - **I understand I'm in a contract. I also understand that your business can cancel it at any point. I know this isn't the first contract that has ever been cancelled within your business. I'm asking that you take the moral high ground here and let me out. I'm not giving up on anything. There's nothing to give up on. I'm simply just not impressed. I don't want to work together anymore. Period. There is no "fixing this".**

[REDACTED]

On Wed, Nov 5, 2025 at 1:49 PM [REDACTED]@weddingpro.com <[REDACTED]@weddingpro.com> wrote:

Hey [REDACTED],

Thank you for your candid and direct email.

Please accept my sincerest apologies for the deep frustration and disappointment you are feeling. I have read your email carefully, and I want to assure you that I am not here to offer you a sales pitch, but to have an honest, factual conversation about your account.

I understand you feel deceived, and that is the last thing we want for any of our partners. To provide the most value, a storefront review *is* something we offer to all our partners, as a complete and optimized storefront is the foundation for success.

To understand your situation better, I conducted a thorough review of your account, your inbox, and your market. I want to share what I found.

First, I want to gently push back on the idea that you have seen no results. I was so excited to see that you have already **marked** one of your **leads as "Booked"** in our system. That is a fantastic win so early in your partnership, and it's the exact kind of momentum we can build on.

Second, I see you've been a partner with us for **just over three months**. In the world of wedding advertising especially for a high-value service like cinematography, this is still the very early, foundational stage. It is a pipeline investment. It typically takes 4-6 months for that pipeline to mature and for the inquiries you're getting *now* to turn into the bookings you'll see *later*.

I also want to address your competition. The Des Moines photography/videography market is a competitive one, and many of the vendors you are competing with on the platform are tenured, with 50, 100, or even more reviews. Right now, your storefront has **no reviews**. This is the single most significant factor in a couple's decision to trust and book a vendor.

Regarding the "ghosting," I took a close look at your inbox. While I absolutely see the frustrating spam/Zoom leads (which I am so sorry about), I also saw **several legitimate inquiries** from real couples. In many of those cases, the conversation stalled because there was **no follow-up** from your end after the initial reply. In today's market, a persistent, multi-step follow-up is critical to turning an inquiry into a conversation.

Lastly, I understand your concern about accusations you've read online. My sole focus is on your individual account and providing a path for your success.

Regarding your request for an immediate contract cancellation, I must be transparent. You are currently in a **12-month** committed **contract**. This agreement is in place precisely because it takes a full wedding season cycle to build the pipeline and see a true return on investment. We are committed to delivering the advertising you paid for, and we are held to that, just as you are held to the 12-month agreement.

I respect your request for no phone calls. I am not asking you to "talk it through." But I am asking you to not give up on your investment after only three months, especially when there are clear, actionable steps we can take to fix this.

I am confident we can turn this around. I am happy to send you our proven **Lead Response Guideline** and our **Reviews 101 Guide** via email. These two strategies; a persistent follow-up and a plan to get your first few reviews will make a world of difference.

Warmly,

Roy Vendor Accounts Specialist The Knot Worldwide [REDACTED]@weddingpro.com P

----- Original Message -----

From: [REDACTED] [REDACTED]@gmail.com]

Sent: 11/4/2025, 2:09 PM

To: [REDACTED]@theknotww.com

Cc: [REDACTED]@weddingpro.com

Subject: Re: How are your first 3 months with WeddingPro going?

Hi Roy,

As I'm sure you're aware, I sent an email yesterday expressing my disappointment with the lack of results from your site. A "complimentary storefront review"? I pay several hundred dollars a month for your services. One would think that's just a given as your paying customer. I've hit most of the checkpoints to make my page complete but that doesn't seem to matter. I paid extra so that I could be put in a position where my business would be seen, but apparently, I'm not paying enough because I've been ghosted by what I can only assume are fake leads and spam Zoom calls. **On top of all of this, I'm now learning that The Knot is being investigated due to accusations of fraudulent and deceptive business practices from wedding vendors, and quite frankly, I want out.**

I don't want a phone call. I don't want to talk through it. I'm drowning in bills from your company for leads that were promised but never received. I'm unimpressed and dissatisfied. I don't feel 'supported' - I feel deceived. I don't want a refund. I want my contract cancelled immediately and to never pay The Knot, Wedding Wire, or Wedding Pro another dime.

[REDACTED]
[REDACTED]

On Tue, Nov 4, 2025 at 12:04 PM Roy Olusola [REDACTED]@theknotww.com> wrote:

Hi [REDACTED],

I hope you're having a great week!

My name is Roy, and I'm part of the support team here at WeddingPro. I'm reaching out as you've just passed your 3-month mark with us, and I wanted to personally check in to see how everything is going.

We are so thrilled to have you as a partner, and our primary goal is to ensure you feel supported and are on the path to success.

Now that you've had some time to get familiar with the platform, I'd love to hear about your experience so far.

- How are you feeling about your results and ROI at this early stage?
- What are your biggest goals for the upcoming wedding season?

I would be more than happy to schedule a complimentary storefront review to go over your account, offer some tailored advice, and help with any issues or questions you may have. A few small tweaks can often make a big difference, especially as we head into peak booking season.

If you'd like to connect for a brief chat, please feel free to book a time directly on my calendar here:

<https://calendly.com/rolusola-theknotww/new-meeting> We are committed to being a valuable partner for your business, and I look forward to connecting with you soon.

Warmly,

Roy Vendor Accounts Specialist The Knot Worldwide [REDACTED]@weddingpro.com P ([REDACTED]) [REDACTED]

To unsubscribe from this group and stop receiving emails from it, send an email to

 [@weddingpro.com](mailto: [redacted]@weddingpro.com).





To unsubscribe from this group and stop receiving emails from it, send an email to

 [@weddingpro.com](mailto: [redacted]@weddingpro.com).



Marie Paxton



Mark as Booked

Messages may be monitored to help keep our community safe and support training, in line with our [Acceptable Content Policy](#).



Marie Paxton 2/4/2026 at 9:53 AM

Hi there - we're getting married on 07/24/2026 and would love more information about your services and packages!



Auto-reply from you 2/4/2026 at 9:58 AM

Hi, Marie!

Thank you so much for reaching out and considering us to be part of your special day!

To help us provide the best experience for you, would you kindly take a moment to fill out our website inquiry form?



This will give us a clearer idea of your needs and allow us to tailor our services to you, and subsequently put you in contact with us via our email inbox (which makes

B I 0 characters

Reply to Marie...

Send



Marie Paxton

Interested in



Wedding Photographers · Sigourney, IA

Actively inquiring

WEDDING DETAILS

Wedding Date
Fri, Jul 24, 2026

Additional Services
2nd Shooter, Video

MORE INFO

Email
@gmail.com

Phone

Report & block

Sierra Pulica





Mark as Booked

Messages may be monitored to help keep our community safe and support training, in line with our [Acceptable Content Policy](#).


Sierra Pulica 3/10/2026 at 6:59 PM
 Hey there! Our wedding is taking place on 09/26/2026. We love your work and are interested in learning more about your services.





Auto-reply from you 3/10/2026 at 7:04 PM
 Hi, Sierra!

Thank you so much for reaching out and considering us to be part of your special day!



To help us provide the best experience for you, would you kindly take a moment to fill out our website inquiry form?




This will give us a clearer idea of your needs and allow us to tailor our services to you, and subsequently put you in contact with us via our email inbox (which makes communication much easier on our end!).

B I    0 characters

Reply to Sierra...

  Send



Sierra Pulica

Interested in




Wedding Photographers Sigourney, IA



Actively inquiring

WEDDING DETAILS

 Wedding Date
 Sat, Sep 26, 2026

MORE INFO

Email

9@gmail.com 

Phone

[Report & block](#)

Lorraine Woodfine





Mark as Booked

Messages may be monitored to help keep our community safe and support training, in line with our [Acceptable Content Policy](#).

Lorraine Woodfine 2/3/2026 at 11:53 AM

Hi - we're getting married on 02/21/2026 and would love to learn more about your services. Could you please send some additional information?

Auto-reply from you 2/3/2026 at 11:58 AM




Hi, Lorraine!

Thank you so much for reaching out and considering us to be part of your special day!



To help us provide the best experience for you, would you kindly take a moment to fill out our website inquiry form?

[Redacted text]

This will give us a clearer idea of your needs and allow us to tailor our services to you, and subsequently put you in contact with us via our email inbox (which makes

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0 characters






Reply to Lorraine...



Send


 Wedding Photographers Sigourney, IA


Actively inquiring

WEDDING DETAILS

-  Wedding Date
Sat, Feb 21, 2026
-  Wedding Location
Little White Wedding Chapel
Las Vegas, NV
-  Budget
Less than \$2,000
-  Wedding Style
Casual, Classic, Romantic
-  Wedding Vision
Came married in an old chapel I want a few picture... [View More](#)

MORE INFO

Email
@hotmail.com 

Phone
 

Austin Mcneely



Mark as Booked

Messages may be monitored to help keep our community safe and support training, in line with our [Acceptable Content Policy](#).



Austin Mcneely 2/4/2026 at 4:15 AM

We are currently planning for our wedding on 03/07/2026 and would like to learn more about your business. Could you send us some additional information? Thank you!



Auto-reply from you 2/4/2026 at 4:20 AM

Hi, Austin!

Thank you so much for reaching out and considering us to be part of your special day!

To help us provide the best experience for you, would you kindly take a moment to fill out our website inquiry form?



This will give us a clearer idea of your needs and allow us to tailor our services to you, and subsequently put you in contact with us via our email inbox (which makes

B I 0 characters

Reply to Austin...

Send

Austin Mcneely

Interested in



Wedding Photographers Sigourney, IA

Actively inquiring

WEDDING DETAILS

Wedding Date
Sat, Mar 7, 2026

Budget
Less than \$2,000

Wedding Style
Casual

Wedding Vision
Just a few people no longer than a couple minutes ... [View More](#)

MORE INFO

Email
@gmail.com

Phone

WEDDINGpro

Iris says:

Iris says:

Thank you for getting back to **us**. can we have a quick **zoom meeting** with my fiancé to know and talk more about the event. Anytime today is perfect with **us**. We're here on **zoom** already would you like to join **us** we just get done with our wedding Caterer, could you kindly share your best email address so I can send over the **Zoom** invitation directly?

For: [REDACTED]

Reply

Reply directly to this email or [view on WeddingPro](#)

Your messages may be monitored for quality, safety, and security according to our [Acceptable Content Policy](#).

Preston Thomas via WeddingWire [REDACTED]@weddingwire.com>

to ▾

WEDDINGpro

Preston Thomas says:

Preston Thomas says:

Do you have any availability for **zoom meeting** today to discuss accordingly?

For: [REDACTED]

Reply

Reply directly to this email or [view on WeddingPro](#)

Your messages may be monitored for quality, safety, and security according to our [Acceptable Content Policy](#).

From: [REDACTED] <[REDACTED]@gmail.com>
Sent: Monday, March 16, 2026 4:16 PM
To: TKWW Legal Team
Cc: Ciara Featherston
Subject: Re: ARBITRATION AND CLASS ACTION WAIVER OPT-OUT

Follow Up Flag: Follow up
Flag Status: Flagged

Hi,

I'm not sure I understand. You are cancelling my contract and my advertising due to my expressly disagreeing with your new terms but are going to continue to have me pay for said contract and advertising that is no longer in service? Please clarify.

[REDACTED]

On Mon, Mar 16, 2026 at 2:59 PM TKWW Legal Team [REDACTED] <[REDACTED]@theknotww.com> wrote:

Dear [REDACTED],

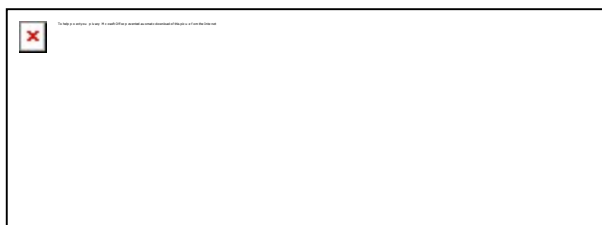
Thank you for your email. This message acknowledges receipt of your request to opt out of the binding arbitration and class action waiver provisions in our Terms of Use, subject to the applicable terms and limitations set forth therein.

Please note that if you have consented to arbitration under any other agreements with TKWW, you would need to opt out of those agreements separately and in accordance with the specific terms of each agreement.

While any billing charges remain subject to the terms and conditions of your original agreement(s) with TKWW, given your expressed disagreement regarding our updated terms, we are processing an early cancellation of your subscription contract. I've copied in [@Ciara Featherston](#) from our Vendor Support team to assist and advise on that process.

Thank you,

TKWW Legal Team



On Tue, Mar 10, 2026 at 3:33 PM [REDACTED] <[REDACTED]@gmail.com> wrote:

TO WHOM IT MAY CONCERN,

[REDACTED]
[REDACTED]@GMAIL.COM
[REDACTED], SIGOURNEY, IA 52591

I DO NOT AGREE WITH YOUR NEW TERMS AND CONDITIONS. I DO NOT WISH TO UPDATE MY CONTRACT TO YOUR NEW TERMS/CONDITIONS.

I DO NOT AUTHORIZE YOU TO PUT FORTH ANY OTHER CHARGE TOWARDS MY ACCOUNT. I UNDERSTAND AND **DISAGREE** TO GIVING UP MY CONSTITUTIONAL RIGHT TO HAVE SUCH DISPUTES DECIDED IN A COURT OF LAW BEFORE A JURY OR TO PARTICIPATE AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS ACTION LAWSUIT, CLASS-WIDE ARBITRATION, OR ANY OTHER REPRESENTATIVE PROCEEDING.

SIGNED 2/10/2026 @ 2:25 PM BY [REDACTED], OWNER OF [REDACTED].



From: [REDACTED] <[REDACTED]@gmail.com>
Sent: Monday, March 16, 2026 4:18 PM
Subject: Fwd: Contract has been cancelled

Follow Up Flag: Follow up
Flag Status: Flagged

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

From: [REDACTED] <[REDACTED]@gmail.com>
Date: Mon, Mar 16, 2026 at 10:54 AM
Subject: Re: Contract has been cancelled
To: Support Email <[REDACTED]@weddingpro.com>

Hi Caoimhe,

Thank you for the response.

I would like to request a refund for the \$300.95 charged to my account on 3/13/26. I requested to cancel my contract, with my concerns regarding the updates on 3/10/26, with instructions not to charge me again. I look forward to receiving confirmation that this amount has been credited back to my account.

Best regards,

[REDACTED]

On Mon, Mar 16, 2026 at 10:31 AM Support Email <[REDACTED]@weddingpro.com> wrote:

Hi [REDACTED],

I hope this email finds you well. We understand you have concerns regarding our updated Terms of Purchase. I wanted to let you know that your contract has been cancelled effective immediately.

Kind regards,

Caoimhe Grant
Account Specialist
WeddingPro

From: [REDACTED] <[REDACTED]@gmail.com>
Sent: Monday, March 16, 2026 5:55 PM
Subject: Fwd: ARBITRATION AND CLASS ACTION WAIVER OPT-OUT

Follow Up Flag: Follow up
Flag Status: Flagged

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

From: Ciara Featherston <[REDACTED]@theknotww.com>
Date: Mon, Mar 16, 2026 at 4:53 PM
Subject: Re: ARBITRATION AND CLASS ACTION WAIVER OPT-OUT
To: [REDACTED] <[REDACTED]@gmail.com>
CC: TKWW Legal Team <[REDACTED]@theknotww.com>

Hi [REDACTED],

I can confirm that there is no outstanding balance on your account, and your subscriptions have been cancelled as of today.

If you have any further questions or concerns, please do not hesitate to contact me.

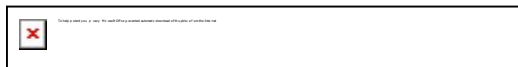
Thank you,

Ciara Featherston

Account Specialist Manager

[REDACTED]@weddingpro.com

P [REDACTED]) Option 2 followed by 1 to ask question about services

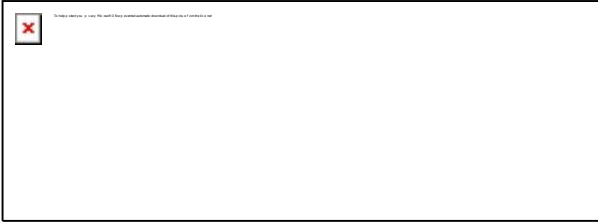


On Mon, Mar 16, 2026 at 8:47 PM [REDACTED] <[REDACTED]@gmail.com> wrote:
Can you please let me know if there is an outstanding balance?

On Mon, Mar 16, 2026 at 3:38 PM TKWW Legal Team <[REDACTED]@theknotww.com> wrote:
No - you're contract will be canceled and you will no longer be billed for the subscription . However, certain terms and conditions may survive the cancellation, such as if there is an outstanding balance on the account.

Apologies for the the confusion.

TKWW Legal Team



On Mon, Mar 16, 2026 at 4:16 PM [REDACTED] <[REDACTED]@gmail.com> wrote:

Hi,

I'm not sure I understand. You are cancelling my contract and my advertising due to my expressly disagreeing with your new terms but are going to continue to have me pay for said contract and advertising that is no longer in service? Please clarify.

[REDACTED]

On Mon, Mar 16, 2026 at 2:59 PM TKWW Legal Team [REDACTED]@theknotww.com> wrote:

Dear [REDACTED],

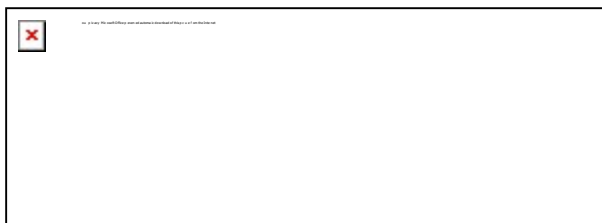
Thank you for your email. This message acknowledges receipt of your request to opt out of the binding arbitration and class action waiver provisions in our Terms of Use, subject to the applicable terms and limitations set forth therein.

Please note that if you have consented to arbitration under any other agreements with TKWW, you would need to opt out of those agreements separately and in accordance with the specific terms of each agreement.

While any billing charges remain subject to the terms and conditions of your original agreement(s) with TKWW, given your expressed disagreement regarding our updated terms, we are processing an early cancellation of your subscription contract. I've copied in [@Ciara Featherston](#) from our Vendor Support team to assist and advise on that process.

Thank you,

TKWW Legal Team



On Tue, Mar 10, 2026 at 3:33 PM [REDACTED] <[REDACTED]@gmail.com> wrote:
TO WHOM IT MAY CONCERN,

[REDACTED]
[REDACTED]@GMAIL.COM
[REDACTED] SIGOURNEY, IA 52591

I DO NOT AGREE WITH YOUR NEW TERMS AND CONDITIONS. I DO NOT WISH TO UPDATE MY CONTRACT TO YOUR NEW TERMS/CONDITIONS.

I DO NOT AUTHORIZE YOU TO PUT FORTH ANY OTHER CHARGE TOWARDS MY ACCOUNT. I UNDERSTAND AND **DISAGREE** TO GIVING UP MY CONSTITUTIONAL RIGHT TO HAVE SUCH DISPUTES DECIDED IN A COURT OF LAW BEFORE A JURY OR TO PARTICIPATE AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS ACTION LAWSUIT, CLASS-WIDE ARBITRATION, OR ANY OTHER REPRESENTATIVE PROCEEDING.

SIGNED 2/10/2026 @ 2:25 PM BY [REDACTED], OWNER OF [REDACTED]
[REDACTED].

