

To: Lesley Grof [REDACTED]
From: Kathy Ruemmler
Sent: Tue 8/14/2018 2:23:25 PM
Subject: Re: mytheresa.com: confirmation of receipt us11388989

No, nothing! So weird.

On Aug 14, 2018, at 10:17 AM, Lesley Groff [REDACTED] > wrote:

Have you received any more emails RE your order? If so can you forward to me please? I emailed and called My Theresa yesterday but no response.

Sent from my iPhone

On Aug 10, 2018, at 6:33 PM, Kathy Ruemmler [REDACTED] wrote:

No, but I wonder if it got caught up in customs? I ordered something else from there and I had to sign a power of attorney to get it released from customs! Do we have a tracking number?

On Aug 10, 2018, at 5:12 PM, Lesley Groff [REDACTED] wrote:

Did your order arrive!?

Sent from my iPhone

On Aug 7, 2018, at 10:54 AM, Kathy Ruemmler [REDACTED] <[REDACTED]> wrote:

Will do!

On Aug 7, 2018, at 10:51 AM, Lesley Groff [REDACTED] wrote:

He's so good
Hope you enjoy the coat and the
bag
I chose UPS since it stated it
should arrive faster! Please do
confirm with me once received..

On Aug 7, 2018, at
10:39 AM, Kathy
Ruemmler

It was part of a collaborative process. 

On Aug 7, 2018, at 10:33 AM, Lesley Groff

for
sure!
Really
beautiful !!

On Aug 7, 2018, at 10:29 AM, Kathy
Ruemmler <[\[REDACTED\]](#)>
wrote:

Thank you!!! So exciting!

Begin forwarded message:

Date: August 7, 2018 at 10:20:12 AM
EDT
To: [\[REDACTED\]](#)
Subject: [mytheresa.com](#):
confirmation of receipt us11388989

NEW ARRIVALS — DESIGNERS — CLOTHING

EFTA_R1_01046365
EFTA02254456

CONFIRMATION OF RECEIPT -

Dear Mr. Jeffrey Epstein,

Thank you for placing your order with mytheresa

This email contains all details relating to your order.

If you have any questions regarding your order or require further assistance, please do not hesitate to send an email at [REDACTED]@mytheresa.com or visit [REDACTED]

Please refer to the order number below when making any inquiries.

Best wishes,
Your mytheresa.com team

PERSONAL ORDER

Order No.

us11388989

Payment Method
card type: Amex
[REDACTED]

Billing Address
Jeffrey Epstein
9 East 71st Street
10021 New York
US

ITEMS OR

FENDI
Fur-trimmed plaid wool
Size: 40
P00332395-2

1x \$ 4,200.00
duties, handling*:-\$ 590.00
\$ 4,800.00

FENDI
Runaway Small leather
Size: -
P00337984-1

1x \$ 1,700.00
duties, handling*:-\$ 245.00
\$ 1,990.00

* Please note, customs duties and han

CUSTOMER CARE CON



EMAIL US

customercare@mytheresa.com

CHECK OUT W

FOLLOW US [__](#)
ON: [__](#)

mytheresa.com GmbH

EFTA_R1_01046368
EFTA02254459

Office	Logistics
Einsteinring 9	Marsstrasse 6 a-c
85-60-9 Aschheim/Munich	85-55-1 Kirchheim-He
Germany	Germany

HypoVereinsbank München - Acc. Number: 66-68-68-14-2
 DE8-57-002-027-00-66-68-66-14-2 - SWIFT-BIC: HYVED
 Registered office: Munich/Germany - Commercial registry
 number: DE 2-13-277-271
 Managing Directors: Sebastian Dietzmann, Michael Kliger

This email was sent to: kathyruemmier@gmail.com
 To ensure that our fashion alerts are directly sent to your
 your contacts.

GENERAL TERMS AND CONDITIONS

§ 1 General

mytheresa.com GmbH, Einsteinring 9, 85-60-9 Aschheim/Munich, Sebastian Dietzmann, Michael Kliger, Tracy M. Preston, T. Dale Preston, info@mytheresa.com (hereinafter "mytheresa.com" or "we") is the provider of the services available at the website www.mytheresa.com (the "Website"). All orders, deliveries and services are governed exclusively by the General Terms and Conditions of Sale set out below, as applicable at the time the order is placed. We are not bound by any conditions from the customer except where specifically agreed.

The European Commission provides a platform for the out-of-court settlement of consumer disputes, which can be viewed under <http://ec.europa.eu/odr>.

We are not willing to enter into dispute resolution proceedings before a consumer ombudsman.

§ 2 Contracts

1. The languages available for contracts depend on the country of delivery.

Destination	Available language
Germany	German, English
Austria	German, English

Switzerland	German, English, It
Italy	German, English, It
France	German, English, F
UK	English
USA	English
Japan	English
Middle East*	English, Arabic
Singapore	English
Hong Kong	English
China	English, Chinese
Korea	English, Korean
Australia	English
Netherlands	German, English
Other EU Member States	German, English, F
Non-EU European countries	English
Other destinations	English

* Middle East: Bahrain, Qatar, Kuwait, Oman, Saudi-Arabia

2. The presentation of products on our Website does not constitute a purchase contract.

3. By submitting the order form provided on our Website you enter into a purchase contract with us. You submit an offer by entering the details of your order in the order form. After you have submitted your offer you will be able to view the details input by you and to correct them if necessary. You can withdraw your offer at any time before we accept it. Once we accept your offer you will be bound by the purchase contract.

4. On receipt of your order we will send you an e-mail confirmation of your order (order confirmation). Please note that this e-mail does not constitute a declaration of acceptance of your contractual offer but serves only to confirm the details of your order.

5. A purchase contract between you and mytheresa.com is concluded when we accept your offer by dispatching the goods ordered. If payment is made by bank transfer, the goods will be dispatched only after we have received the payment. If payment is made by credit card, the goods will be dispatched only after we have received confirmation of payment from the credit card company. If payment is made by other means, the goods will be dispatched only after we have received payment.

6. mytheresa.com has the right to refuse any offer without giving any reason if we have legitimate grounds to suspect that the goods purchased were not intended for personal, family or household use or for commercial basis.

§ 3 Cancellation policy advisory

The cancellation policy applies solely to consumers under the following conditions:

CANCELLATION POLICY

You may repeal your contract of purchase within 14 days of concluding the contract.

The allocated cancellation timeframe is 14 days, effective from the day on which the consumer, or a third party, who may not be the carrier/courier, took said consumer's order.

To administer your right to cancel your order, you have to send us your cancellation notice. You can do this by post, fax or e-mail. Please use the cancellation template. It is mandatory to use this template.

It will suffice to send us your notification of repeal with the cancellation notice. We will then grant you a refund for the 14-day cancellation timeframe to be granted.

CONSEQUENCES

If you repeal your contract of purchase, we are obliged to refund all amounts paid by you for the items received from you, including shipping costs (excluding the costs of returning the items, unless you are choosing a different shipping option, other than the one chosen by us in the offer) immediately and within 14 days at most, effective from the day on which we received your cancellation notice.

The payment method which was used to make the transaction will be used for the reimbursement, unless we have explicitly agreed to a different method. You will be charged a handling fee for the reimbursement.

We reserve the right to withhold the reimbursement until we have received your notification that you have sent back the items.

The items have to be sent back to us immediately and within 14 days at most, effective from the day on which you have notified us of the cancellation of this contract. We will grant you a refund if the items are sent back within fourteen days.

You are only required to compensate us for any loss incurred if the items are sent back to us in a condition which goes beyond the normal wear and tear of the item, its characteristics and functionality.

REASONS TO TERMINATE THE CANCELLATION POLICY

The cancellation policy is only in place if the product is not a garment. Personalisation of garments renders the cancellation policy inapplicable.

End of advisory

Cancellation template

You can download the cancellation template [here](#). We will send you the cancellation template as soon as the contract has been concluded.

§ 4 Voluntary returns right

1. In addition to your legal right of return, [mytheresa.com](#) offers you a voluntary right of return:

All of the items featured on [mytheresa.com](#) can be returned. The voluntary right of return only applies to non-faulty items which have not been worn, altered or washed; with all tags attached.

2. Return shipments

2.1. All return shipments will be at our expense, if the fo

2.2 All return shipments are made solely using the same
using the way bill or return sticker that is enclosed in the
and instructions for returning items will be enclosed in yo

2.3 Please note that we can only accept returns from the
shipment was sent to Austria, for instance, we can only a

2.4. In case of a return, we will refund the money onto yo
currency fluctuations will not be refunded.

2.5. Please send all returns to: mytheresa.com GmbH, M
Germany, customercare@mytheresa.com.

3. If you have questions regarding our returns policy, ple

email: customercare@mytheresa.com

Phone: +4-9 8-9 1-27-69-5--1-0-0

Fax: +4-9 8-9 1-27-69-5---20-0

This voluntary right of return does not limit your legal rig
mentioned cancellation policy.

§ 5 Prices; product presentation; availability; Gift Card

1. The prices stated on our Website www.mytheresa.com

2. The goods offered at mytheresa.com are presented on
the actual products. Minor discrepancies between the pre
as a defect in the goods ordered.

3. If you have ordered several items at the same time, the
Sec. 266 BGB remains unaffected. Shipping charges will

4. Gift Card

4.1 The Gift Card can be used to purchase any article av
Gift Cards – prior to its expiration date.

4.2 Exchanges or reimbursements of your gift card are on
withdrawal rights and conditions.

4.3 The Gift Card is only valid in countries that we ship to
website. The Gift Card can only be used in the destination
Card.

4.4 When purchasing the Gift Card you may choose betw
regular mail.

4.5 mytheresa.com reserves the right to cancel or block t
reasons, for example, in case of loss or misuse of the Gif

mytheresa.com in the case of cancelling or blocking the order.

5. Promotion Code

5.1 Promotion codes have different time periods of validity available on the website, except additional Gift Cards. To the document which contains the promotion code.

5.2 Exchanges or reimbursements of promotion codes, which you may have received on behalf of mytheresa.com, are not permissible outside of the standard promotional codes is not permissible outside of the standard conditions.

5.3 mytheresa.com reserves the right to cancel or block the account, for legal reasons, for example, in case of loss or misuse of the account, immediately by mytheresa.com in the case of cancelling a payment, failing to pay or if mytheresa.com has reasonable grounds to suspect that the account is being used for illegal activities.

5.4 Return policy for orders purchased using a promotion

If you make use of legal right of return or our voluntary return, the amount of the returned items. If you are returning only one item, the promotion code will be adjusted accordingly, and only the amount of the returned items will be refunded. The promotion code loses its validity proportionally. If you are returning your complete order, the amount paid will no longer be applied to future purchases. Please note that promotional codes cannot be replaced or refunded.

§ 6 Storage of contract data

We store your order data. If you wish to print your order, "acknowledgment of receipt". It will appear on your screen clicking the "complete purchase" button and your credit c

In addition, you will receive an email order confirmation and cancellation template, which can be printed.

§ 7 Shipping & dispatch

1. Your package will be shipped with either DHL or UPS, you may choose DHL Standard, DHL Express, UPS Express method. Mytheresa.com is liable for any potential transpor

2. The goods will be ready for dispatch on or after the date of delivery will be made within 1 to 5 business days to the customer, depending on the shipment method and place of delivery. Under the payment option, the goods will be dispatched only after the payment account.

3. Deliveries to non-EU destinations

3a) Deliveries to Switzerland

Based on experience, deliveries to Switzerland take 1 to 2 weeks. The cost of the insurance of the goods and all costs incurred for shipping and handling are included in the price. The indicated price does not include value-added tax as applicable in Switzerland.

but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees can

3b) Deliveries to Japan

Based on experience, deliveries to Japan take 2 to 5 business days. Insurance of the goods and all costs incurred for shipping include value-added tax as applicable in Japan as well as handling fees, but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees can

3c) Deliveries to the USA

Based on experience, deliveries to the USA take 1 to 3 business days. Insurance of the goods and all costs incurred for shipping include customs and handling charges, but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees can

3d) Deliveries to the Middle East

(GCC including: Bahrain, Kuwait, Oman, Qatar, U.A.E. Saudi Arabia)

Based on experience, deliveries to the Middle East take 1 to 3 business days. Insurance costs of the merchandise as well as the costs for shipping and handling fees are shown inclusive of customs duties and handling fees.

In case of a return, customs duties and handling fees can

3e) Deliveries to Hong Kong

Based on experience, deliveries to Hong Kong take 2-4 business days. Insurance costs of the merchandise as well as the costs for shipping and handling fees are shown inclusive of customs duties and handling fees.

In case of a return, customs duties and handling fees can

3f) Deliveries to Australia

Based on experience, deliveries to Australia take 2-5 business days. Insurance costs of the merchandise as well as the costs for shipping and handling fees are shown inclusive of customs duties, handling fees and German sales tax.

In case of a return, customs duties and handling fees can

3g) Deliveries to Singapore

Based on experience, deliveries to Singapore take 2-4 business days. Insurance costs of the merchandise as well as the costs for shipping and handling fees are shown inclusive of all taxes and handling fees.

In case of a return, customs duties and handling fees can

3h) Deliveries to mainland China

Based on experience, deliveries to mainland China take 2-3 weeks. We cover the insurance of the goods and all costs incurred for delivery. The indicated charges include value-added tax as applicable in mainland China, but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees can

3i) Deliveries to other destinations

Based on experience, deliveries to countries liable to customs and other charges take 2-3 weeks. We cover the insurance of the goods and all costs incurred for delivery. The indicated product prices as indicated are exclusive of value-added tax as applicable in Germany. Please note that DHL will charge handling charges separately for each country. For any questions, please e-mail to our Customer Care Team: customercare@dhlgmbh.de. We are not responsible for any banking charges as may be incurred in the destination country.

In case of a return, customs duties, import sales taxes and handling fees can

4. Shipping charges

Destination	Carrier
Germany	—DHL Express
Germany	—DHL Standard
Germany	—UPS Express
Germany	—UPS Standard
Munich only	—Courier
Austria	—UPS Express
Austria	—UPS Standard
Italy	—DHL Express
Italy	—UPS Standard
France	—DHL Express
France	—UPS Standard
Switzerland	—DHL Express
UK	—DHL Express
UK	—UPS Standard
USA	—DHL Express
USA	—UPS Express
Japan	—DHL Express
Middle East	—DHL Express
Singapore	—DHL Express
Hong Kong	—DHL Express
China	—DHL Express
Korea	—DHL Express
Australia	—DHL Express
Netherlands	—DHL Express
Netherlands	—UPS Standard
European Union	—DHL Express
European Union (except Malta and	—UPS Standard

Cyprus)

Non-EU European countries

— DHL Express

Other Regions of Europe (AD, GG, IM, JE, LI, NO)

— UPS Standard

Other destinations

— DHL Express

Courier:

15.00 EUR, only in the Munich municipal area and only if ordered by 16:30 h CET, Mondays to Fridays (except public holidays).

Shipping charges will be incurred only once for deliveries.

§ 8 Payment; default in payment; setoff; right of retention

1. Accepted methods of payment

Please pay for your [mytheresa.com](#) order in South Korea.

- PayPal
- Visa
- Visa Debit
- Master Card
- Master Card Debit
- American Express

To change your country of delivery, please click [here](#).

All payments and credit notes will be handled in the current currency (also currencies).

2. Payment using a Gift Card

2.1 When making a purchase using a Gift Card, simply enter the code at checkout. Click on "add code" in the last step of the checkout. If the total order amount is less than the current Gift Card balance, please select the payment method with which you would like to pay. If the total order amount exceeds the current Gift Card balance, you may use the payment method with which you would like to pay. The amount remaining will be available until your credit balance is exhausted. Disbursement of the remaining Gift Card balance is not possible.

3. Payment using a promotion code

3.1 When making a purchase using a promotion code, simply enter the code at checkout. Click on "add code" in the last step of the checkout. If the total order amount is less than the current promotion code balance, please select the payment method with which you would like to pay. The amount remaining will be available until your credit balance is exhausted.

4. Set-off

The customer is barred from a set-off if the counter claim is decided upon, and is not undisputed or if a separate claim is made under a separate contract.

5. Right of retention for commercial transactions

In mercantile trade, the right to the retention of goods and be enforced, with the exception of undisputed, legally determined in the same sales contract.

§ 9 Retention of title

The goods delivered remain property of mytheresa.com until payment in full has been made.

§ 10 Inquiries, complaints

For any inquiries about your order or complaints, please e-mail us at customerservice@papaya.com.

email: customercare@mytheresa.com
phone: +49 89 1-27-69-5---10-0
fax: +49 89 1-27-69-5---2-00

§ 11 Warranty

Claims based on defects in the delivered goods shall be governed by the exception that any claims for damages relating to defects below

§ 12 Liability

2. Nothing in this shall prejudice our liability in the event
guarantee as to quality, for claims based on the Product
life, limb or health. This shall not entail a reversal of the

3. Any exclusion or limitation of the liability of mytheresa,
its employees, members of staff, representatives and vic

§ 13 Governing law, severability

1. All legal disputes arising out of or in connection with a
exclusively by German law to the exclusion of the UN Sales
Law.

2. If any provision is invalid, nothing in this shall prejudice hereof.