

To: Lesley Groff [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] 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

[REDACTED]

It was part of a collaborative process. ♦

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

[REDACTED]

for
sure!
Really
beautif
ul !!

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

Thank you!!! So exciting!

Begin forwarded message:

[REDACTED]

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

NEW ARRIVALS—DESIGNERS—CLOTHING

CONFIRMATION OF RECEIPT -

Dear Mr. Jeffrey Epstein,

Thank you for placing your order with mytheresa.com

This email contains all details relating to your order

If you have any questions regarding your order or
an email at mytheresa.com or via

Please refer to the order number below when m

Best wishes,

Your mytheresa.com team

PERSONAL ORDER

Order No.

us11388989

Payment Method

card type: Amex

Billing Address

Jeffrey Epstein
9 East 71st Street
10021 New York
US

ITEMS OR

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

1x \$ 4,2
duties, handling*:-\$ 59
\$ 4,800.00

FENDI
Runaway Small leather
Size: -
P00337984-1

1x \$ 1,7
duties, handling*:-\$ 24
\$ 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

Office

Einsteinring 9
85-60-9 Aschheim/Munich
Germany

Logistics

Marsstrasse 6 a-c
85-55-1 Kirchheim-He
Germany

HypoVereinsbank München - Acc. Number: 66-68-66-14-2
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 COND

§ 1 General

mytheresa.com GmbH, Einsteinring 9, 85-60-9 Aschheim
Dietzmann, Michael Kliger, Tracy M. Preston, T. Dale
info@mytheresa.com (hereinafter "**mytheresa.com**" or "we")
address www.mytheresa.com (the "Website"). All orders
deliveries and services are governed exclusively by the G
below, as applicable at the time the order is placed. We
conditions from the customer except where specifically ap

The European Commission provides a platform for the ou
which can be viewed under <http://ec.europa.eu/odr>.

We are not willing to enter into dispute resolution procee

§ 2 Contracts

1. The languages available for contracts depend on the c

Destination

Germany
Austria

Available language

German, English
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-Arab

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 your details in the process and posting the order form to us by using the button "Place my order". Your offer you will be able to view the details input by you and confirm it. Once provided.

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

5. A purchase contract between you and mytheresa.com is concluded when you have accepted the offer by dispatching the goods ordered. If you choose the "express" option, the goods will be dispatched only after the full amount has been received.

6. mytheresa.com has the right to refuse any offer without giving reasons. It has legitimate grounds to suspect that the goods purchased violate public order or 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 after receipt of the goods.

The allocated cancellation timeframe is 14 days, effective from the day the consumer, who may not be the carrier/courier, took said goods into possession.

To administer your right to cancel your order, you have to send us a written notification (by post, fax, or email) to Marsstrasse 6 a-c, 85551 Kirchheim-Heimstetten, Germany, Tel: +49 89 1-27-69-5---10-0, Fax: +49 89 1-27-69-5---20-0, stating that you are repealing your contract of purchase (by post, mail, fax, or an email). You may use the cancellation form which is mandatory to use this template.

It will suffice to send us your notification of repeal with the order for the 14-day cancellation timeframe to be granted.

CONSEQUENCES

If you repeal your contract of purchase, we are obligated to reimburse the amount received from you, including shipping costs (excluding the cost of choosing a different shipping option, other than the one offered in the offer) immediately and within 14 days at most, effectively.

The payment method which was used to make the transaction will be used for reimbursement, unless we have explicitly agreed to other fees for the reimbursement.

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

The items have to be sent back to us immediately and within 14 days of which you have notified us of the cancellation of this contract. The refund is granted if the items are sent back within fourteen days.

You are only required to compensate us for any loss in value of the item back to unnecessary handling, 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 customized. 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 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 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 that 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 fol

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 right
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 avai
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 t
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

5. Promotion Code

5.1 Promotion codes have different time periods of validity available on the website, except additional Gift Cards. To use 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 possible. The use of promotional codes is not permissible outside of the standard conditions.

5.3 mytheresa.com reserves the right to cancel or block the use of promotion codes for legal reasons, for example, in case of loss or misuse of the code. mytheresa.com immediately by mytheresa.com in the case of cancelling or blocking the code.

5.4 Return policy for orders purchased using a promotion code

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

§ 6 Storage of contract data

We store your order data. If you wish to print your order, you can click on "print order" or "acknowledgment of receipt". It will appear on your screen. You can also click on "complete purchase" button and your credit card data will be stored.

In addition, you will receive an email order confirmation and a return form. You can also print a cancellation template, which can be printed.

§ 7 Shipping & dispatch

1. Your package will be shipped with either DHL or UPS, depending on the destination. You may choose DHL Standard, DHL Express, UPS Express or DHL Next Business Day. Mytheresa.com is liable for any potential transport damage.

2. The goods will be ready for dispatch on or after the date of purchase. Delivery will be made within 1 to 5 business days to the destination, depending on the shipment method and place of delivery. If you choose a payment option, the goods will be dispatched only after the payment has been received on your account.

3. Deliveries to non-EU destinations

3a) Deliveries to Switzerland

Based on experience, deliveries to Switzerland take 1 to 3 business days. The insurance of the goods and all costs incurred for shipping are included in the price. The indicated 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. Prices include insurance of the goods and all costs incurred for shipping. Prices include value-added tax as applicable in Japan as well as German value-added tax, 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. Prices include insurance of the goods and all costs incurred for shipping. Prices 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, S.A.U.)

Based on experience, deliveries to the Middle East take 1 to 2 business days. Prices include insurance costs of the merchandise as well as the costs for shipping. Prices are shown inclusive of customs duties and handling fees, but are exclusive of German value-added tax.

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. Prices include insurance costs of the merchandise as well as the costs for shipping. Prices are shown inclusive of customs duties and handling fees, but are exclusive of German value-added tax.

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. Prices include insurance costs of the merchandise as well as the costs for shipping. Prices are shown inclusive of customs duties, handling fees, but are exclusive of 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. Prices include insurance costs of the merchandise as well as the costs for shipping. Prices are shown inclusive of all taxes and handling fees, but are exclusive of German value-added tax.

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

3h) Deliveries to mainland China

Based on experience, deliveries to mainland China take cover the insurance of the goods and all costs incurred to indicated include value-added tax as applicable in mainland charges, 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 be aware that we cover the insurance of the goods and all product prices as indicated are exclusive of value-added tax of German value-added tax. Please note that DHL will charge handling charges separately for each country. For any questions please e-mail to our Customer Care Team: customercare@ responsible for any banking charges as may be incurred in

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

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 to multiple addresses

§ 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 currency of the order (except for orders in different 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 process. If the Gift Card balance exceeds the order amount, you may use the remaining balance for future purchases. The remaining balance will be available until your credit balance is exhausted. The 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 in the promotion code field at checkout. Click on "add code" in the last step of the checkout process. If the promotion code balance exceeds the order amount, you may use the remaining balance for future purchases. The remaining balance will be available until your credit balance is exhausted. The disbursement of the remaining promotion code balance is not possible.

4. Set-off

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

5. Right of retention for commercial transactions

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

§ 9 Retention of title

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

§ 10 Inquiries, complaints

For any inquiries about your order or complaints, please contact us:

email: customercare@mytheresa.com

phone: +-4-9 8-9 1-27-69-5---10-0

fax: +-4-9 8-9 1-27-69-5---2-00

§ 11 Warranty

Claims based on defects in the delivered goods shall be governed by the German Product Liability Act, with the exception that any claims for damages relating to defects in the goods shall be limited to the following:

§ 12 Liability

1. We accept unlimited liability for damage caused by intentional or negligent breaches by ordinary negligence of any major obligations resulting from the achievement of the contractual purpose at risk or whose fulfillment is essential for the performance of the contract and whose fulfillment constitutes a contractual obligation ("obligation"), shall be limited to foreseeable damage characterizing the contract for any breach by ordinary negligence of contractual obligations.

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

3. Any exclusion or limitation of the liability of mytheresa.com and its employees, members of staff, representatives and vicarious agents shall be null and void.

§ 13 Governing law, severability

1. All legal disputes arising out of or in connection with a contract shall be governed exclusively by German law to the exclusion of the UN Sales Convention.

2. If any provision is invalid, nothing in this shall prejudice the validity of the remaining provisions hereof.