

**To:** Kathy Ruemmler [REDACTED]  
**From:** [REDACTED]  
**Sent:** Tue 8/14/2018 2:25:44 PM  
**Subject:** Re: mytheresa.com: confirmation of receipt us11388989

Hmmmm. Ok. Trying to reach them again today

Sent from my iPhone

On Aug 14, 2018, at 10:23 AM, Kathy Ruemmler <[REDACTED]> wrote:

No, nothing! So weird.

On Aug 14, 2018, at 10:17 AM, [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, [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, [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  
Ruem  
mler



wrote:

It was part of a collaborative process. ♦

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



wrote:

for sure! Really beautiful !!

On Aug 7, 2018, at 10:29 AM, Kathy  
Ruemmler

<[REDACTED]> wrote:

Thank you!!! So exciting!

Begin forwarded message:

**From:** "mytheresa.com"

<[REDACTED]>

**Date:** August 7, 2018 at  
10:20:12 AM EDT

**To:**

<[REDACTED]>

**Subject:** mytheresa.com:  
confirmation of receipt  
us11388989

---

NEW ARRIVALS—DESIGNERS—CL

## CONFIRMATION OF REC

Dear Mr. Jeffrey Epstein,

Thank you for placing your order with myt

This email contains all details relating to y

If you have any questions regarding your o  
an email at [REDACTED]

Please refer to the order number below w

Best wishes,  
Your mytheresa.com team

PERSONAL C

---

**Order No.**

us11388989

---

**Payment Method**

card type: Amex

Card number: [REDACTED]

---

**Billing Address**

Jeffrey Epstein

9 East 71st Street

10021 New York

US

---

ITEM

\_\_\_\_ FENDI

Fur-trimmed plai

Size: 40

P00332395-2

EFTA\_R1\_01046776

EFTA02254700

1x  
duties, handling\*  
**\$ 4,800.00**  
FENDI  
Runaway Small  
Size: -  
P00337984-1

1x  
duties, handling\*  
**\$ 1,990.00**

\* Please note, customs duties are

CUSTOMER CARE



EMAIL US



CHECK O

FOLLOW US  
ON:

mytheresa.com GmbH

**Office**

Einsteinring 9  
85-60-9 Aschheim/Munich  
Germany

**Logistics**

Marsstrasse 6  
85-55-1 Kirchh  
Germany

HypoVereinsbank München - Acc. Number: [REDACTED]

[REDACTED] - SWIFT-BIC:

Registered office: Munich/Germany - Commercial  
number: [REDACTED]

Managing Directors: Sebastian Dietzmann, Michael

This email was sent to: [REDACTED]

To ensure that our fashion alerts are directly sent  
your contacts.

# GENERAL TERMS AND

## § 1 General

**mytheresa.com** GmbH, Einsteinring 9, 85-60-9  
Dietzmann, Michael Kliger, Tracy M. Preston, T  
(hereinafter "**mytheresa.com**")  
address [www.mytheresa.com](http://www.mytheresa.com) (the "Website"). All  
deliveries and services are governed exclusively b  
below, as applicable at the time the order is place  
conditions from the customer except where specif

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

We are not willing to enter into dispute resolution

## § 2 Contracts

1. The languages available for contracts depend o

Destination	Available la
Germany	German, En
Austria	German, En
Switzerland	German, En
Italy	German, En
France	German, En
UK	English
USA	English
Japan	English
Middle East*	English, Ara
Singapore	English
Hong Kong	English
China	English, Ch
Korea	English, Ko
Australia	English
Netherlands	German, En
Other EU Member States	German, En
Non-EU European countries	English
Other destinations	English

\* Middle East: Bahrain, Qatar, Kuwait, Oman, Sau

2. The presentation of products on our Website d  
purchase contract.

3. By submitting the order form provided on our W  
purchase contract with us. You submit an offer by  
process and posting the order form to us by using  
your offer you will be able to view the details inpu

provided.

4. On receipt of your order we will send you an e-mail with details of your order (order confirmation). Please sign and return the declaration of acceptance of your contractual offer.

5. A purchase contract between you and [mytheresa.com](http://mytheresa.com) is concluded when you have accepted the offer by dispatching the goods order form. If you select an alternative shipping option, the goods will be dispatched only after the goods order form is received.

6. [mytheresa.com](http://mytheresa.com) has the right to refuse any offer if there are legitimate grounds to suspect that the goods purchased are for resale on a commercial basis.

### § 3 Cancellation policy advisory

The cancellation policy applies solely to consumers.

### CANCELLATION POLICY

You may repeal your contract of purchase with us.

The allocated cancellation timeframe is 14 days after receipt of the goods by the consumer, who may not be the carrier/courier, took possession of the goods.

To administer your right to cancel your order, please send us a written notification (by post, fax, or email) to [mytheresa@mytheresa.com](mailto:mytheresa@mytheresa.com), Marsstrasse 6 a-c, 85551 Kirchheim-Heimstetten, Germany. Fax: [REDACTED] stating that you are repealing your contract of purchase. You may use the cancellation form (mandatory to use this template).

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

### CONSEQUENCES

If you repeal your contract of purchase, we are not obliged to reimburse the amount received from you, including shipping costs (excluding the cost of the shipping option chosen, other than the standard shipping option) immediately and within 14 days at most.

The payment method which was used to make the purchase is to be used for reimbursement, unless we have explicitly agreed otherwise. Fees for the reimbursement are not charged.

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

The items have to be sent back to us immediately after you have notified us of the cancellation. The reimbursement is granted if the items are sent back within four weeks.



You are only required to compensate us for an  
back to unnecessary handling, which goes bey  
item, its characteristics and functionality.

#### REASONS TO TERMINATE THE CANCELLATION

The cancellation policy is only in place if the p  
Personalisation of garments renders the cancel

End of advisory

Cancellation template

You can download the cancellation template [here](#).  
template as soon as the contract has been conclu

#### § 4 Voluntary returns right

1. In addition to your legal right of return, [mytheresa](#)  
return:

All of the items featured on [mytheresa.com](#) can be  
The voluntary right of return only applies to non-f  
been worn, altered or washed; with all tags attach

2. Return shipments

2.1. All return shipments will be at our expense, i

2.2 All return shipments are made solely using th  
using the way bill or return sticker that is enclose  
and instructions for returning items will be enclos

2.3 Please note that we can only accept returns fr  
shipment was sent to Austria, for instance, we ca

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

2.5. Please send all returns to: [mytheresa.com](#) G  
Germany, [REDACTED]

3. If you have questions regarding our returns pol

email: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

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

#### § 5 Prices; product presentation; availability; C

1. The prices stated on our Website [www.mytheresa.com](http://www.mytheresa.com)

2. The goods offered at [mytheresa.com](http://mytheresa.com) are presented as they are. [mytheresa.com](http://mytheresa.com) does not warrant the actual products. Minor discrepancies between the actual products and the images on the website are not considered as a defect in the goods ordered.

3. If you have ordered several items at the same time, the provisions of Sec. 266 BGB remains unaffected. Shipping charges are calculated separately.

#### 4. Gift Card

4.1 The Gift Card can be used to purchase any goods or services offered on [mytheresa.com](http://mytheresa.com) prior to its expiration date.

4.2 Exchanges or reimbursements of your gift card are not possible under withdrawal rights and conditions.

4.3 The Gift Card is only valid in countries that we offer on our website. The Gift Card can only be used in the designated country. The Gift Card is not a cash card.

4.4 When purchasing the Gift Card you may choose to have it delivered by regular mail.

4.5 [mytheresa.com](http://mytheresa.com) reserves the right to cancel or suspend the use of the Gift Card for legal reasons, for example, in case of loss or misuse of the Gift Card. [mytheresa.com](http://mytheresa.com) reserves the right to cancel or suspend the use of the Gift Card in the case of cancelling or blocking the account.

#### 5. Promotion Code

5.1 Promotion codes have different time periods of validity. They are only available on the website, except additional Gift Cards. The promotion code is valid until the document which contains the promotion code expires.

5.2 Exchanges or reimbursements of promotion codes are not possible. If you may have received on behalf of [mytheresa.com](http://mytheresa.com) a promotion code, the use of promotional codes is not permissible outside of the conditions.

5.3 [mytheresa.com](http://mytheresa.com) reserves the right to cancel or suspend the use of the promotion code for legal reasons, for example, in case of loss or misuse of the promotion code. [mytheresa.com](http://mytheresa.com) reserves the right to cancel or suspend the use of the promotion code immediately by [mytheresa.com](http://mytheresa.com) in the case of cancellation or suspension.

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 an item, the promotion code will be adjusted accordingly, and the amount paid will be refunded. The promotion code loses its validity upon 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 is not replaced or refunded.

#### § 6 Storage of contract data

We store your order data. If you wish to print your "acknowledgment of receipt". It will appear on your order confirmation page after clicking the "complete purchase" button and your order is confirmed.

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

## § 7 Shipping & dispatch

1. Your package will be shipped with either DHL or UPS. If you wish to choose a different shipping method, you may choose DHL Standard, DHL Express, UPS Standard or UPS Express. The shipping method is indicated on the shipping label. [Mytheresa.com](https://www.mytheresa.com) is liable for any potential damage to the goods during transport.

2. The goods will be ready for dispatch on or after the date of your order. Delivery will be made within 1 to 5 business days depending on the shipment method and place of destination. 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 2 business days. The price of the goods includes the insurance of the goods and all costs incurred for shipping. The prices 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 charges apply.

3b) Deliveries to Japan

Based on experience, deliveries to Japan take 2 to 3 business days. The price of the goods includes the insurance of the goods and all costs incurred for shipping. The prices indicated include value-added tax as applicable in Japan but are exclusive of German value-added tax.

In case of a return, customs duties and handling charges apply.

3c) Deliveries to the USA

Based on experience, deliveries to the USA take 1 to 2 business days. The price of the goods includes the insurance of the goods and all costs incurred for shipping. The prices indicated include customs and handling charges, but are exclusive of German value-added tax.

In case of a return, customs duties and handling charges apply.

3d) Deliveries to the Middle East

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

Based on experience, deliveries to the Middle East take 1 to 2 business days. The price of the goods includes the insurance costs of the merchandise as well as the shipping costs. The prices indicated are shown inclusive of customs duties and handling charges.

In case of a return, customs duties and handling t

### 3e) Deliveries to Hong Kong

Based on experience, deliveries to Hong Kong take insurance costs of the merchandise as well as the prices are shown inclusive of customs duties and

In case of a return, customs duties and handling t

### 3f) Deliveries to Australia

Based on experience, deliveries to Australia take insurance costs of the merchandise as well as the prices are shown inclusive of customs duties, han German sales tax.

In case of a return, customs duties and handling t

### 3g) Deliveries to Singapore

Based on experience, deliveries to Singapore take insurance costs of the merchandise as well as the prices are shown inclusive of all taxes and handling

In case of a return, customs duties and handling t

### 3h) Deliveries to mainland China

Based on experience, deliveries to mainland China cover the insurance of the goods and all costs indicated include value-added tax as applicable in charges, but are exclusive of German value-added

In case of a return, customs duties and handling t

### 3i) Deliveries to other destinations

Based on experience, deliveries to countries liable be aware that we cover the insurance of the goods product prices as indicated are exclusive of value of German value-added tax. Please note that DHL handling charges separately for each country. For please e-mail to our Customer Care Team: responsible for any banking charges as may be in

In case of a return, customs duties, import sales t

## 4. Shipping charges

Destination	—Carri
Germany	—DHL
Germany	—DHL

Germany	—UPS
Germany	—UPS
Munich only	—Couri
Austria	—UPS
Austria	—UPS
Italy	—DHL
Italy	—UPS
France	—DHL
France	—UPS
Switzerland	—DHL
UK	—DHL
UK	—UPS
USA	—DHL
USA	—UPS
Japan	—DHL
Middle East	—DHL
Singapore	—DHL
Hong Kong	—DHL
China	—DHL
Korea	—DHL
Australia	—DHL
Netherlands	—DHL
Netherlands	—UPS
European Union	—DHL
European Union (except Malta and Cyprus)	—UPS
Non-EU European countries	—DHL
Other Regions of Europe (AD, GG, IM, JE, LI, NO)	—UPS
Other destinations	—DHL

Courier:

15.00 EUR, only in the Munich municipal area and  
ordered by 16:30 h CET, Mondays to Fridays (exc

Shipping charges will be incurred only once for de

## § 8 Payment; default in payment; setoff; right o

### 1. Accepted methods of payment

Please pay for your [mytheresa.com](https://mytheresa.com) order in South

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

To change your country of delivery, please click h

All payments and credit notes will be handled in t

also currencies).

## 2. Payment using a Gift Card

2.1 When making a purchase using a Gift Card, s  
checkout. Click on "add code" in the last step of  
balance, please select the payment method with v  
Gift Card balance exceeds the order amount, you  
amount remaining will be available until your cred  
disbursement of the remaining Gift Card balance

## 3. Payment using a promotion code

3.1 When making a purchase using a promotion c  
field at checkout. Click on "add code" in the last s  
promotion code balance, please select the paymen  
remaining.

## 4. Set-off

The customer is barred from a set-off if the count  
decided upon, and is not undisputed or if a separa  
contract.

## 5. Right of retention for commercial transactions

In mercantile trade, the right to the retention of g  
be enforced, with the exception of undisputed, leg  
covered in the same sales contract.

## § 9 Retention of title

The goods delivered remain property of mytheresa

## § 10 Inquiries, complaints

For any inquiries about your order or complaints,

email:

phone:

fax: +

## § 11 Warranty

Claims based on defects in the delivered goods sh  
the exception that any claims for damages relating  
below.

## § 12 Liability

1. We accept unlimited liability for damage cause  
breaches by ordinary negligence of any major obli  
achievement of the contractual purpose at risk or

performance of the contract and whose fulfilment obligation"), shall be limited to foreseeable damages for any breach by ordinary negligence of contract.

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

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

### **§ 13 Governing law, severability**

1. All legal disputes arising out of or in connection exclusively by German law to the exclusion of the

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