

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
mller



wrote:

It was part of a collaborative process. ♦

On Aug 7, 2018, at 10:33 AM, [REDACTED]



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 your application.

If you have any questions regarding your order, please don't hesitate to contact us via email at [REDACTED]

Please refer to the order number below when you contact us.

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 plain
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

EFTA_R1_01046777
EFTA02254701

CHECK O

FOLLOW US
ON: 

mytheresa.com GmbH

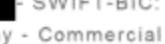
Office

Einsteinring 9

85-60-9 Aschheim/Munich
Germany

Logistics

Marsstrasse 6
85-55-1 Kirch
Germany

HypoVereinsbank München - Acc. Number: 
 - SWIFT-BIC:
Registered office: Munich/Germany - Commercial
number: 
Managing Directors: Sebastian Dietzmann, Michael

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

EFTA_R1_01046778
EFTA02254702

GENERAL TERMS AND

§ 1 General

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

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

We are not willing to enter into dispute resolution

§ 2 Contracts

1. The languages available for contracts depend on the destination:

Destination	Available languages
Germany	German, English
Austria	German, English
Switzerland	German, English
Italy	German, English
France	German, English
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
Non-EU European countries	English
Other destinations	English

* Middle East: Bahrain, Qatar, Kuwait, Oman, Saudi Arabia, United Arab Emirates

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

3. By submitting the order form provided on our Website, you accept this General Terms and Conditions of purchase contract with us. You submit an offer by using the order form. Once you have submitted your offer you will be able to view the details input by us.

provided.

4. On receipt of your order we will send you an e-details of your order (order confirmation). Please declaration of acceptance of your contractual offe

5. A purchase contract between you and mytheresa accepted the offer by dispatching the goods ordered option, the goods will be dispatched only after the

6. mytheresa.com has the right to refuse any offer legitimate grounds to suspect that the goods purchased on a commercial basis.

§ 3 Cancellation policy advisory

The cancellation policy applies solely to consumer

CANCELLATION POLICY

You may repeal your contract of purchase with

The allocated cancellation timeframe is 14 day party, who may not be the carrier/courier, took

To administer your right to cancel your order,
Marsstrasse 6 a-c, 85551 Kirchheim-Heimstette
[REDACTED] Fax: [REDACTED]
stating that you are repealing your contract of
mail, fax, or an email). You may use the cancel
mandatory to use this template.

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

CONSEQUENCES

If you repeal your contract of purchase, we are received from you, including shipping costs (e.g. choosing a different shipping option, other than the offer) immediately and within 14 days at most.

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

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

The items have to be sent back to us immediately which you have notified us of the cancellation granted if the items are sent back within fourteen

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

REASONS TO TERMINATE THE CANCELLATION POLICY

The cancellation policy is only in place if the personalisation of garments renders the cancellation necessary.

End of advisory

Cancellation template

You can download the cancellation template [here](#). Please download 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 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-faded 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, including shipping costs.

2.2 All return shipments are made solely using the return address on the order. Please attach the way bill or return sticker that is enclosed with the order. All return shipments must be sent to us. Instructions for returning items will be enclosed with the order.

2.3 Please note that we can only accept returns from Austria, Switzerland and Germany. If an item that was shipped from Austria, for instance, we can only accept returns from Austria.

2.4. In case of a return, we will refund the money in the same currency as the original payment. Currency fluctuations will not be refunded.

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

3. If you have questions regarding our returns policy, please contact us:

email: [\[REDACTED\]](#)

Phone: [\[REDACTED\]](#)

Fax: [\[REDACTED\]](#)

This voluntary right of return does not limit your legal rights under the mentioned cancellation policy.

§ 5 Prices; product presentation; availability; Complaints

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

2. The goods offered at mytheresa.com are presented in accordance with the actual products. Minor discrepancies between the image and the goods are not to be regarded as a defect in the goods ordered.

3. If you have ordered several items at the same time, the delivery date will be determined by the last item ordered. Sec. 266 BGB remains unaffected. Shipping charges are calculated for each item.

4. Gift Card

4.1 The Gift Card can be used to purchase any article offered on the website. The use of the Gift Cards – prior to its expiration date.

4.2 Exchanges or reimbursements of your gift card are not possible. The Gift Card is subject to the 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 countries. The use of the Gift Card is subject to the withdrawal rights and conditions.

4.4 When purchasing the Gift Card you may choose to receive it via regular mail.

4.5 mytheresa.com reserves the right to cancel or block a Gift Card for legal reasons, for example, in case of loss or misuse of the Gift Card or if the use of the Gift Card is illegal. mytheresa.com in the case of cancelling or blocking a Gift Card.

5. Promotion Code

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

5.2 Exchanges or reimbursements of promotion codes are not possible. The use of the promotion codes you may have received on behalf of mytheresa.com is only valid on the website. The use of the promotion codes is not permissible outside of the website. The use of the promotion codes is subject to the withdrawal rights and conditions.

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

5.4 Return policy for orders purchased using a promotion code

If you make use of legal right of return or our voluntary return policy, the promotion code will be adjusted accordingly, and the amount of the returned items will be refunded. The promotion code loses its validity when you return the complete order. The amount paid with the promotion code will no longer be applied to future purchases. Please note that the promotion code cannot be 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 you clicking the "complete purchase" button and your

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

§ 7 Shipping & dispatch

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

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

3. Deliveries to non-EU destinations

3a) Deliveries to Switzerland

Based on experience, deliveries to Switzerland take the insurance of the goods and all costs incurred 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

3b) Deliveries to Japan

Based on experience, deliveries to Japan take 2 to 3 weeks. The insurance of the goods and all costs incurred for delivery include value-added tax as applicable in Japan as well as exclusive of German value-added tax.

In case of a return, customs duties and handling fees

3c) Deliveries to the USA

Based on experience, deliveries to the USA take 2 to 3 weeks. The insurance of the goods and all costs incurred for delivery include customs and handling charges, but are exclusive of value-added tax.

In case of a return, customs duties and handling fees

3d) Deliveries to the Middle East

(GCC including: Bahrain, Kuwait, Oman, Qatar, United Arab Emirates)

Based on experience, deliveries to the Middle East take 2 to 3 weeks. The insurance costs of the merchandise as well as the shipping costs are shown inclusive of customs duties and value-added tax.

In case of a return, customs duties and handling fees are not included.

3e) Deliveries to Hong Kong

Based on experience, deliveries to Hong Kong take into account insurance costs of the merchandise as well as the shipping costs. The prices are shown inclusive of customs duties and handling fees.

In case of a return, customs duties and handling fees are not included.

3f) Deliveries to Australia

Based on experience, deliveries to Australia take into account insurance costs of the merchandise as well as the shipping costs. The prices are shown inclusive of customs duties, handling fees and German sales tax.

In case of a return, customs duties and handling fees are not included.

3g) Deliveries to Singapore

Based on experience, deliveries to Singapore take into account insurance costs of the merchandise as well as the shipping costs. The prices are shown inclusive of all taxes and handling fees.

In case of a return, customs duties and handling fees are not included.

3h) Deliveries to mainland China

Based on experience, deliveries to mainland China take into account insurance costs of the goods and all costs indicated. The prices indicated include value-added tax as applicable in China. The shipping and handling charges, but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees are not included.

3i) Deliveries to other destinations

Based on experience, deliveries to countries liable for import taxes and duties are not included. Please be aware that we cover the insurance of the goods. The product prices as indicated are exclusive of value-added tax and German value-added tax. Please note that DHL charges separately for each country. For further information, please contact our Customer Care Team: [REDACTED]. We are not responsible for any banking charges as may be incurred by the customer.

In case of a return, customs duties, import sales taxes and handling fees are not included.

4. Shipping charges

Destination	Carrier
Germany	—DHL
Germany	—DHL

Germany	UPS
Germany	UPS
Munich only	Courier
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 (excluding public holidays)

Shipping charges will be incurred only once for delivery.

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

1. Accepted methods of payment

Please pay for your mytheresa.com order in South Africa.

- 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.

also currencies).

2. Payment using a Gift Card

2.1 When making a purchase using a Gift Card, select the payment method with the Gift Card at checkout. Click on "add code" in the last step of the payment process. If the balance of the Gift Card balance exceeds the order amount, you will be able to use the remaining amount until your credit limit is reached. The disbursement of the remaining Gift Card balance is subject to the payment limit.

3. Payment using a promotion code

3.1 When making a purchase using a promotion code, enter the code in the "promotion code" field at checkout. Click on "add code" in the last step of the payment process. If the balance of the promotion code balance exceeds the order amount, please select the payment method with the remaining amount.

4. Set-off

The customer is barred from a set-off if the counterclaim is not decided upon, and is not undisputed or if a separate sales contract is concluded.

5. Right of retention for commercial transactions

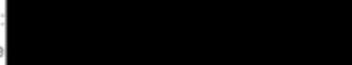
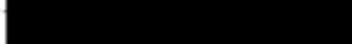
In mercantile trade, the right to the retention of goods is generally not be enforced, with the exception of undisputed, legal claims covered in the same sales contract.

§ 9 Retention of title

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

§ 10 Inquiries, complaints

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

email: 
phone: 
fax: +

§ 11 Warranty

Claims based on defects in the delivered goods shall be subject to the exception that any claims for damages relating to the delivered goods shall be excluded. The warranty period is 12 months from the date of delivery.

§ 12 Liability

1. We accept unlimited liability for damage caused by gross negligence or intentional acts. We accept limited liability for damage caused by ordinary negligence of any major obligation, provided that the achievement of the contractual purpose at risk or

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

2. Nothing in this shall prejudice our liability in the
guarantee as to quality, for claims based on the P
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 a

§ 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.