





To: Kathy Ruemmler[
From: 
Sent: Fri 8/10/2018 9:12:08 PM
Subject: Re: mytheresa.com: confirmation of receipt us11388989

Did your order arrive!?

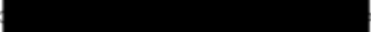
Sent from my iPhone

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

Will do!

On Aug 7, 2018, at 10:51 AM,  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
<> 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
<>
wrote:

Thank you!!! So exciting!

Begin forwarded message:

From:
"mytheresa.com"


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

To: <[REDACTED]>

Subject: mytheresa.com: confirmation of receipt
us11388989

NEW ARRIVALS—DESIGNERS—CLOTHING—SHOES—BA

CONFIRMATION OF RECEIPT – YOUR ORDER u

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 require further assistance, please contact us via email at [REDACTED] or visit our [contact page](#).

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

Best wishes,

Your mytheresa.com team

PERSONAL ORDER INFORMATION

Order No.

us11388989

Date

2018-08-07 14:18:

Payment Method

card type: Amex

Card number: [REDACTED]

**Shipping Method
Option**

UPS Express

mytheresa.com pa**Billing Address**Jeffrey Epstein
9 East 71st Street
10021 New York
US**Shipping Address**

Kathy Ruemmler

[REDACTED]
US**ITEMS ORDERED**

FENDI

Fur-trimmed plaid wool coat

Size: 40

P00332395-2

1x

\$ 4,208.31

duties, handling*:-\$ 591.69

\$ 4,800.00

FENDI

Runaway Small leather shoulder bag

Size: -

EFTA_R1_01047359

EFTA02254908

P00337984-1

1x \$ 1,744.70
duties, handling*:-\$ 245.30
\$ 1,990.00

excl. V

* Please note, customs duties and handling fees can only

CUSTOMER CARE CONTACT INFORMATION



EMAIL US

C

CHECK OUT WHAT'S NEW

FOLLOW US —
ON:

mytheresa.com GmbH

Office

Einsteinring 9
85-60-9 Aschheim/Munich
Germany

Logistics

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

Contact

Phone +49-89-30924-10
Fax: +49-89-30924-100
Email: info@mytheresa.com

HypoVereinsbank München - Acc. Number: [REDACTED] - BLZ: [REDACTED]
DE [REDACTED] - [REDACTED]
Registered office: Munich/Germany - Commercial registry: Munich HRB 1-35-65
number: [REDACTED]
Managing Directors: Sebastian Dietzmann, Michael Kliger, Tracy M. Preston, T.

This email was sent to: [REDACTED]
To ensure that our fashion alerts are directly sent to your inbox, please add [info@mytheresa.com](#) to your contacts.

GENERAL TERMS AND CONDITIONS OF BUSINESS

§ 1 General

mytheresa.com GmbH, Einsteinring 9, 85-60-9 Aschheim/München, managing directors: Sebastian Dietzmann, Michael Kliger, Tracy M. Preston, T. Dale Stapleton, phone: +49-89-30924-10 (hereinafter "mytheresa.com" or "we"), operates an online address www.mytheresa.com (the "Website"). All orders placed by you via the Website for deliveries and services are governed exclusively by the General Terms and Conditions below, as applicable at the time the order is placed. We do not accept any divergent conditions from the customer except where specifically agreed in writing.

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

We are not willing to enter into dispute resolution proceedings before the consu

§ 2 Contracts

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

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

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

2. The presentation of products on our Website does not constitute any offer by purchase contract.

3. By submitting the order form provided on our Website to us you are placing a purchase contract with us. You submit an offer by entering all required informat process and posting the order form to us by using the button "complete purchas your offer you will be able to view the details input by you and correct any mista provided.

4. On receipt of your order we will send you an e-mail confirming receipt of your details of your order (order confirmation). Please note that our order confirmation declaration of acceptance of your contractual offer but serves for information pu

5. A purchase contract between you and mytheresa.com will become effective o accepted the offer by dispatching the goods ordered. If payment in advance was option, the goods will be dispatched only after the full amount has been credited

6. mytheresa.com has the right to refuse any offer without stating a reason, esp legitimate grounds to suspect that the goods purchased via the internet are inte

commercial basis.

§ 3 Cancellation policy advisory

The cancellation policy applies solely to consumers under § 13 of the German C

CANCELLATION POLICY

You may repeal your contract of purchase within 14 days without having to

The allocated cancellation timeframe is 14 days, effective the day that you party, who may not be the carrier/courier, took said commodities into their

To administer your right to cancel your order, you have to inform us, myth Marsstrasse 6 a-c, 85551 Kirchheim-Heimstetten, Germany, customercare@ +-4-9 8-9 1-27-69-5---10-0, Fax: +-4-9 8-9 1-27-69-5---20-0, by sending us an stating that you are repealing your contract of purchase (for example: by s mail, fax, or an email). You may use the cancellation template that is attach mandatory to use this template.

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

CONSEQUENCES

If you repeal your contract of purchase, we are obligated to refund all payn received from you, including shipping costs (excluding additional shipping choosing a different shipping option, other than the regular standard shipp offer) immediately and within 14 days at most, effective the day that we re

The payment method which was used to make the transaction will also be r reimbursement, unless we have explicitly agreed to something else. You w fees for the reimbursement.

We reserve the right to withhold the reimbursement until we have received until we have received your notification that you have returned the items, v

The items have to be sent back to us immediately and no later than fourteen which you have notified us of the cancellation of this contract. The extend granted if the items are sent back within fourteen days. All return shipmen

You are only required to compensate us for any loss in value if the loss in back to unnecessary handling, which goes beyond the admissible proofing item, its characteristics and functionality.

REASONS TO TERMINATE THE CANCELLATION POLICY

The cancellation policy is only in place if the product bought hasn't been c Personalisation of garments renders the cancellation policy inactive.

End of advisory

Cancellation template

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

§ 4 Voluntary returns right

1. In addition to your legal right of return, [mytheresa.com](#) also offers the following return:

All of the items featured on [mytheresa.com](#) can be returned to [mytheresa.com](#). The voluntary right of return only applies to non-faulty items that are in their original condition, 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 following provisions are observed:

2.2 All return shipments are made solely using the same service as the original shipment, using the way bill or return sticker that is enclosed in the original package. The return label and instructions for returning items will be enclosed in your package.

2.3 Please note that we can only accept returns from the country which the shipment was sent to. For instance, if a shipment was sent to Austria, we can only accept a return from Austria.

2.4. In case of a return, we will refund the money onto your account/credit card. Due to currency fluctuations, the refund may be slightly lower than the original purchase price.

2.5. Please send all returns to: [mytheresa.com](#) GmbH, Marsstrasse 6 a-c, 85551 München, Germany, [REDACTED]

3. If you have questions regarding our returns policy, please contact a customer service representative at [REDACTED]

email: [REDACTED]

Phone: [REDACTED]

Fax: +49 [REDACTED]

This voluntary right of return does not limit your legal rights nor does it limit your return according to our mentioned cancellation policy.

§ 5 Prices; product presentation; availability; Gift Card; promotion code

1. The prices stated on our Website [www.mytheresa.com](#) at the time of your order are the applicable prices.

2. The goods offered at [mytheresa.com](#) are presented on the Website in the form of images. These images may differ from the actual products. Minor discrepancies between the presentation and the actual product are not considered as a defect in the goods ordered.

3. If you have ordered several items at the same time, the products may be delivered in separate shipments. According to Sec. 266 BGB remains unaffected. Shipping charges will be incurred only once.

4. Gift Card

4.1 The Gift Card can be used to purchase any article available on our website.

Gift Cards – prior to its expiration date.

4.2 Exchanges or reimbursements of your gift card are only applicable in accordance with the withdrawal rights and conditions.

4.3 The Gift Card is only valid in countries that we ship to in the respective country on our website. The Gift Card can only be used in the destination country, determined by the Gift Card.

4.4 When purchasing the Gift Card you may choose between sending the Gift Card by regular mail.

4.5 mytheresa.com reserves the right to cancel or block the Gift Card, if deemed necessary for legal reasons, for example, in case of loss or misuse of the Gift Card. You will be informed by mytheresa.com in the case of cancelling or blocking the Gift Card.

5. Promotion Code

5.1 Promotion codes have different time periods of validity and are applicable for purchases available on the website, except additional Gift Cards. To determine the validity of the promotion code, please refer to the document which contains the promotion code.

5.2 Exchanges or reimbursements of promotion codes, which were part of a marketing campaign you may have received on behalf of mytheresa.com, are non-permissible. The distribution of promotional codes is not permissible outside of the standard return timeframe and conditions.

5.3 mytheresa.com reserves the right to cancel or block the promotion code, if deemed necessary for legal reasons, for example, in case of loss or misuse of the promotion code. You will be informed immediately by mytheresa.com in the case of cancelling or blocking the 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, you will be refunded the amount of the returned items. If you are returning only one of the items from your order, the promotion code will be adjusted accordingly, and only the amount relevant to the returned item will be refunded. The promotion code loses its validity proportionate to the worth of the returned item. If you are returning your complete order, the amount paid will be refunded in full, but the promotion code will no longer be applied to future purchases. Please note that promotion codes from sales events cannot be replaced or refunded.

§ 6 Storage of contract data

We store your order data. If you wish to print your order, you may do so by printing the "acknowledgment of receipt". It will appear on your screen once you have submitted your order by clicking the "complete purchase" button and your credit card details have been processed.

In addition, you will receive an email order confirmation stating all details entered during the purchase process. A cancellation template, which can be printed, will also be included.

§ 7 Shipping & dispatch

1. Your package will be shipped with either DHL or UPS, depending on the final destination. If you wish, you may choose DHL Standard, DHL Express, UPS Express, or UPS Standard as the shipping method. [Mytheresa.com](https://mytheresa.com) is liable for any potential transport risks.

2. The goods will be ready for dispatch on or after the day following your order. delivery will be made within 1 to 5 business days to the shipment address specified depending on the shipment method and place of delivery chosen. If payment in instalments is chosen, the goods will be dispatched only after the full purchase price has been paid to our account.

3. Deliveries to non-EU destinations

3a) Deliveries to Switzerland

Based on experience, deliveries to Switzerland take 1 to 3 business days. Please be aware of the insurance of the goods and all costs incurred for shipping documents. The prices indicated include value-added tax as applicable in Switzerland as well as customs duties but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees can be refunded only as a percentage of the net price.

3b) Deliveries to Japan

Based on experience, deliveries to Japan take 2 to 5 business days. Please be aware of the insurance of the goods and all costs incurred for shipping documents. The prices indicated include value-added tax as applicable in Japan as well as customs and handling charges but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees can be refunded only as a percentage of the net price.

3c) Deliveries to the USA

Based on experience, deliveries to the USA take 1 to 3 business days. Please be aware of the insurance of the goods and all costs incurred for shipping documents. 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 fees can be refunded only as a percentage of the net price.

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 1-4 business days. Please be aware of the insurance costs of the merchandise as well as the costs for any accompanying documents. The prices shown are inclusive of customs duties and handling fees, but exclusive of German value-added tax.

In case of a return, customs duties and handling fees can be refunded only as a percentage of the net price.

3e) Deliveries to Hong Kong

Based on experience, deliveries to Hong Kong take 2-4 business days. Please be aware of the insurance costs of the merchandise as well as the costs for any accompanying documents. The prices shown are inclusive of customs duties and handling fees, but exclusive of German value-added tax.

In case of a return, customs duties and handling fees can be refunded only as a percentage of the net price.

3f) Deliveries to Australia

Based on experience, deliveries to Australia take 2-5 business days. Please note that our prices include insurance costs of the merchandise as well as the costs for any accompanying documents. Our prices are shown inclusive of customs duties, handling fees, and goods and services tax (GST) and German sales tax.

In case of a return, customs duties and handling fees can be refunded only as a partial refund.

3g) Deliveries to Singapore

Based on experience, deliveries to Singapore take 2-4 business days. Please note that our prices include insurance costs of the merchandise as well as the costs for any accompanying documents. Our prices are shown inclusive of all taxes and handling fees but exclusive of German sales tax.

In case of a return, customs duties and handling fees can be refunded only as a partial refund.

3h) Deliveries to mainland China

Based on experience, deliveries to mainland China take 2 to 5 business days. Please note that our prices include insurance of the goods and all costs incurred for shipping documents. Our prices as indicated include value-added tax as applicable in mainland China as well as customs duties and handling charges, but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees can be refunded only as a partial refund.

3i) Deliveries to other destinations

Based on experience, deliveries to countries liable to customs duties take 2 to 5 business days. Please be aware that we cover the insurance of the goods and all costs incurred for shipping documents. Our product prices as indicated are exclusive of value-added tax and customs duties and handling charges. Our prices are exclusive of German value-added tax. Please note that DHL will charge all import sales taxes and handling charges separately for each country. For any questions about taxes and customs duties, please e-mail to our Customer Care Team: customercare@mytheresa.com. Please note that we are not responsible for any banking charges as may be incurred in foreign countries.

In case of a return, customs duties, import sales taxes and DHL handling charges can be refunded only as a partial refund.

4. Shipping charges

Destination	Carrier	Shipping cost
Germany	DHL Express	19.00 EUR
Germany	DHL Standard	5.95 EUR
Germany	UPS Express	19.00 EUR
Germany	UPS Standard	5.95 EUR
Munich only	Courier	15.00 EUR
Austria	UPS Express	19.00 EUR
Austria	UPS Standard	9.00 EUR
Italy	DHL Express	19.00 EUR
Italy	UPS Standard	13.00 EUR
France	DHL Express	19.00 EUR
France	UPS Standard	13.00 EUR
Switzerland	DHL Express	25.00 CHF
UK	DHL Express	16.00 GBP

UK	— UPS Standard	— 10.00 GBP
USA	— DHL Express	— 25.00 USD
USA	— UPS Express	— 25.00 USD
Japan	— DHL Express	— 2,400 JPY
Middle East	— DHL Express	— 20.00 EUR
Singapore	— DHL Express	— 25.00 SGD
Hong Kong	— DHL Express	— 200 HKD
China	— DHL Express	— 25.00 EUR
Korea	— DHL Express	— 20.00 EUR
Australia	— DHL Express	— 20.00 AUD
Netherlands	— DHL Express	— 19.00 EUR
Netherlands	— UPS Standard	— 13.00 EUR
European Union	— DHL Express	— 19.00 EUR
European Union (except Malta and Cyprus)	— UPS Standard	— 13.00 EUR
Non-EU European countries	— DHL Express	— 34.00 EUR
Other Regions of Europe (AD, GG, IM, JE, LI, NO)	— UPS Standard	— 19.00 EUR
Other destinations	— DHL Express	— 20.00 EUR

Courier:

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

Shipping charges will be incurred only once for deliveries in instalments.

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

1. Accepted methods of payment

Please pay for your mytheresa.com order in South Korea by:

- ☒ 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 chosen for the purchase (and also currencies).

2. Payment using a Gift Card

2.1 When making a purchase using a Gift Card, simply enter the Gift Card code at checkout. Click on "add code" in the last step of the checkout. If the order amount exceeds the Gift Card balance, please select the payment method with which you wish to cover the rest. If the Gift Card balance exceeds the order amount, you may use the same code for your next purchase. The amount remaining will be available until your credit balance has been used up completely. 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 promotional code in the field at checkout. Click on "add code" in the last step of the checkout. If the order is not fully covered by the promotion code balance, please select the payment method with which you wish to pay the remaining amount.

4. Set-off

The customer is barred from a set-off if the counter claim has no legal backing, is not decided upon, and is not undisputed or if a separate claim for damages is covered by another contract.

5. Right of retention for commercial transactions

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

§ 9 Retention of title

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

§ 10 Inquiries, complaints

For any inquiries about your order or complaints, please contact our Customer Care team.

email: 

phone: 

fax: +49 

§ 11 Warranty

Claims based on defects in the delivered goods shall be governed by the applicable warranty law, with the exception that any claims for damages relating to defects shall be subject to the provisions of the following paragraph.

§ 12 Liability

1. We accept unlimited liability for damage caused by intent or gross negligence or by breaches by ordinary negligence of any major obligations or secondary obligations, the achievement of the contractual purpose at risk or whose fulfilment is essential to the performance of the contract and whose fulfilment customer could reasonably rely on ("essential obligation"), shall be limited to foreseeable damage characteristic for the contract. Liability for any breach by ordinary negligence of contractual obligations which are not essential shall be excluded.

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

3. Any exclusion or limitation of the liability of mytheresa.com shall extend also to its employees, members of staff, representatives and vicarious agents.

§ 13 Governing law, severability

1. All legal disputes arising out of or in connection with a purchase 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.