

To: Kathy Ruemmler[REDACTED]
From: [REDACTED]
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 <[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 Ruemmler
<[REDACTED]> 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 — CLOTHING — SHOES — BAGS

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 email us 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: -

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

EFTA_R1_01047360
EFTA02254909

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: +44-
Fax: +44-
Email: [REDACTED]

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. [REDACTED]

This email was sent to: [REDACTED]

To ensure that our fashion alerts are directly sent to your inbox, please add [info](#) 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: +44- [REDACTED] (hereinafter "mytheresa.com" or "we"), operates an online address www.mytheresa.com (the "Website"). All orders placed by you via the Website, 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 consumer protection courts of the Member States.

§ 2 Contracts

1. The languages available for contracts depend on the country of destination see table below.

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 information in the order form. After you have submitted the order form and completed the purchase process and posting the order form to us by using the button "complete purchase", you will be able to view the details input by you and correct any mistakes provided.

4. On receipt of your order we will send you an e-mail confirming receipt of your order and the details of your order (order confirmation). Please note that our order confirmation is not a declaration of acceptance of your contractual offer but serves for information purposes only.

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

6. mytheresa.com has the right to refuse any offer without stating a reason, especially if there are legitimate grounds to suspect that the goods purchased via the internet are intended for commercial purposes.

commercial basis.

§ 3 Cancellation policy advisory

The cancellation policy applies solely to consumers under § 13 of the German Civil Code.

CANCELLATION POLICY

You may repeal your contract of purchase within 14 days without having to give a reason.

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

To administer your right to cancel your order, you have to inform us, mythos@mythos.de, Marsstrasse 6 a-c, 85551 Kirchheim-Heimstetten, Germany, customerservice@mythos.de, +49 89 1-27-69-5---10-0, Fax: +49 89 1-27-69-5---20-0, by sending us an e-mail, stating that you are repealing your contract of purchase (for example: by sending an e-mail, fax, or an email). You may use the cancellation template that is attached to this document. It is mandatory to use this template.

It will suffice to send us your notification of repeal within the given cancellation timeframe to be granted.

CONSEQUENCES

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

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

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

The items have to be sent back to us immediately and no later than fourteen days after the day on which you have notified us of the cancellation of this contract. The extended cancellation period will be granted if the items are sent back within fourteen days. All return shipping costs will be borne by you.

You are only required to compensate us for any loss in value if the loss is caused by sending the items back to us, or by unnecessary handling, which goes beyond the admissible proofing of the 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 personalised. 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](#) worldwide. The voluntary right of return only applies to non-faulty items that are in their original condition, i.e. 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, i.e. using the way bill or return sticker that is enclosed in the original package. The address 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 Austria, for instance, 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. Please note that currency fluctuations will not be refunded.

2.5. Please send all returns to: [mytheresa.com](#) GmbH, Marsstrasse 6 a-c, 85555 Garmisch-Partenkirchen, Germany, 

3. If you have questions regarding our returns policy, please contact a customer service representative:

email: 

Phone: 

Fax: +

This voluntary right of return does not limit your legal rights nor does it limit your rights under the above-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 binding.

2. The goods offered at [mytheresa.com](#) are presented on the Website in the form of photographs. The photographs may not correspond to the actual products. Minor discrepancies between the presentation and the actual products do not constitute a defect in the goods ordered.

3. If you have ordered several items at the same time, the products may be delivered separately. The delivery of the individual items is subject 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 [www.mytheresa.com](#).

Gift Cards – prior to its expiration date.

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

4.3 The Gift Card is only valid in countries that we ship to in the respective currency. 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 via regular mail.

4.5 mytheresa.com reserves the right to cancel or block the Gift Card, if deemed necessary, 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 made on the website, except additional Gift Cards. To determine the validity of a promotion code, refer to the document which contains the promotion code.

5.2 Exchanges or reimbursements of promotion codes, which were part of a mail order or a gift card, which you may have received on behalf of mytheresa.com, are non-permissible. The disposal of promotional codes is not permissible outside of the standard return timeframe stipulated in the return conditions.

5.3 mytheresa.com reserves the right to cancel or block the promotion code, if deemed necessary, 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 item being returned will be refunded. The promotion code loses its validity proportionate to the worth of the items being returned. 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 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 and clicked the "complete purchase" button and your credit card details have been entered.

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

§ 7 Shipping & dispatch

1. Your package will be shipped with either DHL or UPS, depending on the final destination. You may choose DHL Standard, DHL Express, UPS Express, or UPS Standard as the shipping method. 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 advance is selected as the payment option, the goods will be dispatched only after the full purchase price has been received into 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 that the delivery costs do not include the insurance of the goods and all costs incurred for shipping documents. The product prices shown in the online shop do not include value-added tax as applicable in Switzerland 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 product price.

3b) Deliveries to Japan

Based on experience, deliveries to Japan take 2 to 5 business days. Please be aware that the delivery costs do not include the insurance of the goods and all costs incurred for shipping documents. The product prices shown in the online shop do not 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 product price.

3c) Deliveries to the USA

Based on experience, deliveries to the USA take 1 to 3 business days. Please be aware that the delivery costs do not include the insurance of the goods and all costs incurred for shipping documents. The product prices shown in the online shop do not 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 product 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 that the delivery costs do not include the insurance costs of the merchandise as well as the costs for any accompanying documents. The product prices are shown inclusive of customs duties and handling fees, but exclusive of value-added tax.

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

3e) Deliveries to Hong Kong

Based on experience, deliveries to Hong Kong take 2-4 business days. Please be aware that the delivery costs do not include the insurance costs of the merchandise as well as the costs for any accompanying documents. The product prices are shown inclusive of customs duties and handling fees, but exclusive of value-added tax.

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

3f) Deliveries to Australia

Based on experience, deliveries to Australia take 2-5 business days. Please note that insurance costs of the merchandise as well as the costs for any accompanying documents are not included in the prices. All prices are shown inclusive of customs duties, handling fees, and goods and services tax. German sales tax.

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

3g) Deliveries to Singapore

Based on experience, deliveries to Singapore take 2-4 business days. Please note that insurance costs of the merchandise as well as the costs for any accompanying documents are not included in the prices. All prices are shown inclusive of all taxes 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 original price.

3h) Deliveries to mainland China

Based on experience, deliveries to mainland China take 2 to 5 business days. Please note that insurance costs of the merchandise as well as the costs for any accompanying documents are not included in the prices. All prices are shown inclusive of 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 percentage of the original price.

3i) Deliveries to other destinations

Based on experience, deliveries to countries liable to customs duties take 2 to 5 business days. Please note that we cover the insurance of the goods and all costs incurred for shipping documents. All prices are shown exclusive of value-added tax and customs duties. Please note that DHL will charge all import sales taxes and handling charges separately for each country. For any questions about taxes and duties, please e-mail to our Customer Care Team: customercare@mytheresa.com. Please note that you are 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 will be deducted from the 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, so 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 (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 remaining amount. 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. 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 total exceeds the promotion code balance, please select the payment method with which you wish to pay for the remaining amount.

4. Set-off

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

5. Right of retention for commercial transactions

In mercantile trade, the right to the retention of goods and a service disclaimer may 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 made.

§ 10 Inquiries, complaints

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

email: [REDACTED]

phone: [REDACTED]

fax: +49 2102 90 60 00

§ 11 Warranty

Claims based on defects in the delivered goods shall be governed by the applicable law, with the exception that any claims for damages relating to defects shall be subject to the law of the Federal Republic of Germany.

§ 12 Liability

1. We accept unlimited liability for damage caused by intent or gross negligence. We shall also be liable for damage caused by ordinary negligence of any major obligations or secondary obligations, if the damage is due to the non-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 ("foreseeable damage characteristic for the contractual purpose"). Liability for damage caused by ordinary negligence of contractual obligations which are not essential to the performance of the contract shall be limited to foreseeable damage characteristic for the contractual purpose.

2. Nothing in this shall prejudice our liability in the event of fraudulent concealment of a guarantee as to quality, for claims based on the Product Liability Act, and for damage 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 exclusively be governed 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 remainder hereof.