

To: [REDACTED]
From: Kathy Ruemmler
Sent: Fri 8/10/2018 10:33:52 PM
Subject: Re: mytheresa.com: confirmation of receipt us11388989

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
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]

[REDACTED] wrote:

Thank you!!! So exciting!

Begin forwarded message:

From:
"mythe
resa.co
m"

10

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

To: <REDACTED> >

Subject: mytheresa.com: confirmation of receipt
us1138
8989

NEW ARRIVALS — DESIGNERS — CLOTHING — SHOES —

CONFIRMATION OF RECEIPT – YOUR OR

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 information, please don't hesitate to 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

Payment Method

card type: Amex

Card number: [REDACTED]

Shipping Method

Option

UPS Express

mytheresa.com

Billing Address

Jeffrey Epstein

9 East 71st Street

10021 New York

US

Shipping Address

Kathy Ruen

[REDACTED]

US

ITEMS ORDERED

EFTA_R1_01047598

EFTA02255067

— 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

* Please note, customs duties and handling fees can

CUSTOMER CARE CONTACT INFO

EFTA_R1_01047599
EFTA02255068



EMAIL US



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

HypoVereinsbank München - Acc. Number:

DE [REDACTED] - [REDACTED]

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

Managing Directors: Sebastian Dietzmann, Michael Kliger, Tracy M. Pres

This email was sent to: [REDACTED]

To ensure that our fashion alerts are directly sent to your inbox, please add
your contacts.

EFTA_R1_01047600

EFTA02255069

GENERAL TERMS AND CONDITIONS OF PURCHASE

§ 1 General

mytheresa.com GmbH, Einsteinring 9, 85-60-9 Aschheim/München, registered office: Michael Dietzmann, Michael Klinger, Tracy M. Preston, T. Dale Stapleton, phone: [REDACTED] hereinafter "mytheresa.com" or "we"), operates an online shop with the address www.mytheresa.com (the "Website"). All orders placed by you for products and services are governed exclusively by the General Terms and Conditions of Purchase set out below, as applicable at the time the order is placed. We do not accept any additional conditions from the customer except where specifically agreed in writing.

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

We are not willing to enter into dispute resolution proceedings before the consumer courts.

§ 2 Contracts

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

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 binding offer or purchase contract.

3. By submitting the order form provided on our Website to us you are placing an offer to enter into a binding purchase contract with us. You submit an offer by entering all required information in the order form.

process and posting the order form to us by using the button "complete purchase". With this your offer you will be able to view the details input by you and correct any errors you may have provided.

4. On receipt of your order we will send you an e-mail confirming receipt of your order. This e-mail will contain the details of your order (order confirmation). Please note that our order confirmation e-mail 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 when you have accepted the offer by dispatching the goods ordered. If payment in advance is required, the goods will be dispatched only after the full amount has been received.

6. mytheresa.com has the right to refuse any offer without stating a reason if mytheresa.com has legitimate grounds to suspect that the goods purchased via the internet are not suitable for sale on a commercial basis.

§ 3 Cancellation policy advisory

The cancellation policy applies solely to consumers under § 13 of the German Consumer Protection Act (K��G).

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 send us your cancellation notice. The cancellation notice must be sent to the party, who may not be the carrier/courier, took said commodities into possession.

To administer your right to cancel your order, you have to inform us of your cancellation notice. You may do this by post to: Marsstrasse 6 a-c, 85551 Kirchheim-Heimstetten, Germany, [\[REDACTED\]](http://[REDACTED]), Fax: [\[REDACTED\]](http://[REDACTED]) by sending an e-mail to [\[REDACTED\]](mailto:[REDACTED]) stating that you are repealing your contract of purchase (for example, by e-mail, fax, or an email). You may use the cancellation template that is available on our website. Please note that cancellation is mandatory to use this template.

It will suffice to send us your notification of repeal within the given period of 14 days. The cancellation notice must be sent to the party that took the order for the 14-day cancellation timeframe to be granted.

CONSEQUENCES

If you repeal your contract of purchase, we are obligated to refund all amounts paid by you for the purchase of the goods, including the amount of any shipping costs (excluding additional shipping costs resulting from a change in shipping method or choosing a different shipping option, other than the regular standard shipping method offered by us) immediately and within 14 days at most, effective the day that you send us your cancellation notice.

The payment method which was used to make the transaction will also be used for the reimbursement. We will not reimburse you for the shipping fees for the reimbursement.

We reserve the right to withhold the reimbursement until we have received the items sent back to us. We will not reimburse you until we have received your notification that you have returned the items.

The items have to be sent back to us immediately and no later than 14 days after the day on which you have notified us of the cancellation of this contract. The items must be sent back to us in the same condition as when you received them.

granted if the items are sent back within fourteen days. All return s

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

REASONS TO TERMINATE THE CANCELLATION POLICY

The cancellation policy is only in place if the product bought hasn't 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 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 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 met:

2.2 All return shipments are made solely using the same service as the original delivery. Please attach the original way bill or return sticker that is enclosed in the original package. All return shipments must be sent to us with the original packing 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 original delivery was made. If the original delivery was made 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-d, 8053 Graz, Austria, [mytheresa.com](#), Germany, [mytheresa.com](#)

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

email: [mytheresa.com](#)

Phone: [mytheresa.com](#)

Fax: +43 316 80 00 00

This voluntary right of return does not limit your legal rights nor does it limit your rights under the general 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 ordering are binding.

2. The goods offered at mytheresa.com are presented on the Website in the form of photographs. The presentation of the goods does not constitute a guarantee of the quality of the goods. Any discrepancy between the presentation and the goods ordered is not to be regarded as a defect in the goods ordered.

3. If you have ordered several items at the same time, the products may be shipped separately. The delivery of the individual items in accordance with Sec. 266 BGB remains unaffected. Shipping charges will be incurred on each individual item.

4. Gift Card

4.1 The Gift Card can be used to purchase any article available on our website. The Gift Card is valid for 12 months from the date of issue. You can use the Gift Cards – prior to its expiration date.

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

4.3 The Gift Card is only valid in countries that we ship to in the respective destination country. The Gift Card can only be used in the destination country, determined by the delivery address. The Gift Card is not valid in the country of issue of the Gift Card.

4.4 When purchasing the Gift Card you may choose between sending the Gift Card via e-mail or by regular mail.

4.5 mytheresa.com reserves the right to cancel or block the Gift Card, if the card is lost or misused. You will receive a cancellation notice from 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 to certain products. Promotion codes are only valid for products available on the website, except additional Gift Cards. To determine the validity period of a promotion code, please refer to the document which contains the promotion code.

5.2 Exchanges or reimbursements of promotion codes, which were part of an order, are only possible if the promotion codes were part of the order. You may have received on behalf of mytheresa.com, are non-permissible. The use of promotional codes is not permissible outside of the standard return time and conditions.

5.3 mytheresa.com reserves the right to cancel or block the promotion code, if the promotion code is lost or misused. You will receive a cancellation notice from 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 receive a refund of the amount paid for the items purchased using the promotion code. The promotion code will be adjusted accordingly, and only the amount relevant to the returned items will be refunded. The promotion code loses its validity proportionate to the worth of the items purchased using the promotion code. 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 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 "acknowledgment of receipt". It will appear on your screen once you have clicking the "complete purchase" button and your credit card details have

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

§ 7 Shipping & dispatch

1. Your package will be shipped with either DHL or UPS, depending on the 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 payment option, the goods will be dispatched only after the full purchase 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 documents indicated include value-added tax as applicable in Switzerland as well as customs and handling fees, but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees can be refunded on the basis of the original payment.

3b) Deliveries to Japan

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

In case of a return, customs duties and handling fees can be refunded on the basis of the original payment.

3c) Deliveries to the USA

Based on experience, deliveries to the USA take 1 to 3 business days. Please note that the insurance of the goods and all costs incurred for shipping documents 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 on the basis of the original payment.

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 note that we cover the insurance of the goods and all costs incurred for shipping documents. Product prices as indicated include value-added tax as applicable in the Middle East as well as German value-added tax. Please note that DHL will charge all import and handling charges separately for each country. For any questions about taxes, please e-mail to our Customer Care Team: customercare@mytheresa.com. We are not responsible for any banking charges as may be incurred in foreign countries.

In case of a return, customs duties and handling fees can be refunded on the basis of the original payment method.

3e) Deliveries to Hong Kong

Based on experience, deliveries to Hong Kong take 2-4 business days. Please note that we cover the insurance of the goods and all costs incurred for shipping documents. Product prices as indicated include value-added tax as applicable in Hong Kong as well as German value-added tax. Please note that DHL will charge all import and handling charges separately for each country. For any questions about taxes, please e-mail to our Customer Care Team: customercare@mytheresa.com. We are not responsible for any banking charges as may be incurred in foreign countries.

In case of a return, customs duties and handling fees can be refunded on the basis of the original payment method.

3f) Deliveries to Australia

Based on experience, deliveries to Australia take 2-5 business days. Please note that we cover the insurance of the goods and all costs incurred for shipping documents. Product prices as indicated include value-added tax as applicable in Australia as well as German sales tax.

In case of a return, customs duties and handling fees can be refunded on the basis of the original payment method.

3g) Deliveries to Singapore

Based on experience, deliveries to Singapore take 2-4 business days. Please note that we cover the insurance of the goods and all costs incurred for shipping documents. Product prices as indicated include value-added tax as applicable in Singapore as well as German value-added tax.

In case of a return, customs duties and handling fees can be refunded on the basis of the original payment method.

3h) Deliveries to mainland China

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

In case of a return, customs duties and handling fees can be refunded on the basis of the original payment method.

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. Product prices as indicated are exclusive of value-added tax and customs duties as well as German value-added tax. Please note that DHL will charge all import and handling charges separately for each country. For any questions about taxes, please e-mail to our Customer Care Team: customercare@mytheresa.com. 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 fees will be charged.

4. Shipping charges

Destination	Carrier	Shipping
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 GBP
Singapore	DHL Express	25.00 SGD
Hong Kong	DHL Express	200 HKD
China	DHL Express	25.00 CNY
Korea	DHL Express	20.00 KRW
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, 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 you (also currencies).

2. Payment using a Gift Card

2.1 When making a purchase using a Gift Card, simply enter the Gift Card number 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 difference. If the Gift Card balance exceeds the order amount, you may use the same code. The amount remaining will be available until your credit balance has been used. 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 promotion code in the "promotion code" field at checkout. Click on "add code" in the last step of the checkout. If the promotion code balance exceeds the order amount, please select the payment method with which you wish to cover the difference. The amount remaining will be available until your credit balance has been used.

4. Set-off

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

5. Right of retention for commercial transactions

In mercantile trade, the right to the retention of goods and a service discharged is not enforceable, with the exception of undisputed, legally determined counter claims covered in the same sales contract.

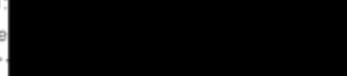
§ 9 Retention of title

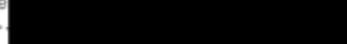
The goods delivered remain property of [mytheresa.com](#) until full payment of the purchase price.

§ 10 Inquiries, complaints

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

email: 

phone: 

fax: +

§ 11 Warranty

Claims based on defects in the delivered goods shall be governed by the law of the country of delivery. The period of limitation for claims based on defects shall be governed by the law of the country of delivery. The exception that any claims for damages relating to defects shall be subject to the limitation period of the law of the country of delivery.

§ 12 Liability

1. We accept unlimited liability for damage caused by intent or gross negligence or for breaches by ordinary negligence of any major obligations or secondary obligations whose achievement is essential to the purpose of the contract or whose fulfilment is essential to the performance of the contract and whose fulfilment customer could reasonably expect ("essential obligations"), shall be limited to foreseeable damage characteristic for the type of contract. The limitation of liability does not apply for any breach by ordinary negligence of contractual obligations which are not essential.

2. Nothing in this shall prejudice our liability in the event of fraudulent concealment of a defect or guarantee as to quality, for claims based on the Product Liability Act, arising from damage to 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 shall extend 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 by German law, and the place of jurisdiction shall be Berlin 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 other provisions of this contract.