

**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"



**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 ORDER

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 by email at [REDACTED] or visit our contact page.

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

Best wishes,  
Your [mytheresa.com](http://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](http://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 ca

CUSTOMER CARE CONTACT INFO



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

C  
P  
F  
E  
C

HypoVereinsbank München - Acc. Number:

DE -

Registered office: Munich/Germany - Commercial registry: Munich HRB  
number:

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

This email was sent to:

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

## GENERAL TERMS AND CONDITIONS O

### § 1 General

mytheresa.com GmbH, Einsteinring 9, 85-60-9 Aschheim/München, r  
Dietzmann, Michael Kliger, Tracy M. Preston, T. Dale Stapleton, pho  
[REDACTED] hereinafter "mytheresa.com" or "we"), operates an  
address [www.mytheresa.com](http://www.mytheresa.com) (the "Website"). All orders placed by you  
deliveries and services are governed exclusively by the General Terms a  
below, as applicable at the time the order is placed. We do not accept a  
conditions from the customer except where specifically agreed in writing

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

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

### § 2 Contracts

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

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  
purchase contract.

3. By submitting the order form provided on our Website to us you are p  
purchase contract with us. You submit an offer by entering all required i

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

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

5. A purchase contract between you and [mytheresa.com](http://mytheresa.com) will become effective once you have accepted the offer by dispatching the goods ordered. If payment in advance is chosen as an option, the goods will be dispatched only after the full amount has been received.

6. [mytheresa.com](http://mytheresa.com) has the right to refuse any offer without stating a reason if there are legitimate grounds to suspect that the goods purchased via the internet are not for a commercial basis.

### § 3 Cancellation policy advisory

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

#### CANCELLATION POLICY

You may repeal your contract of purchase within 14 days without having to provide any reason.

The allocated cancellation timeframe is 14 days, effective the day that you receive the goods, if the goods are delivered by a carrier/courier, took said commodities into possession.

To administer your right to cancel your order, you have to inform us by sending a message to [info@mytheresa.com](mailto:info@mytheresa.com), Marsstrasse 6 a-c, 85551 Kirchheim-Heimstetten, Germany, by sending a message to [info@mytheresa.com](mailto:info@mytheresa.com) or by fax: [info@mytheresa.com](mailto:info@mytheresa.com) by sending a message stating that you are repealing your contract of purchase (for example by mail, fax, or an email). You may use the cancellation template that is mandatory to use this template.

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

#### CONSEQUENCES

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

The payment method which was used to make the transaction will be used for reimbursement, unless we have explicitly agreed to something else. We reserve the right to withhold the reimbursement until we have received the goods back and the return shipping costs for the reimbursement.

We reserve the right to withhold the reimbursement until we have received the goods back and the return shipping costs for the reimbursement.

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 return shipping costs are to be borne by you.

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](#)  
The voluntary right of return only applies to non-faulty items that are in t  
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 provisio

2.2 All return shipments are made solely using the same service as the r  
using the way bill or return sticker that is enclosed in the original packag  
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  
shipment was sent to Austria, for instance, we can only accept a return

2.4. In case of a return, we will refund the money onto your account/cre  
currency fluctuations will not be refunded.

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

3. If you have questions regarding our returns policy, please contact a c

email: [REDACTED]

Phone: [REDACTED]

Fax: +[REDACTED]

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



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

1. The prices stated on our Website [www.mytheresa.com](http://www.mytheresa.com) at the time of purchase.

2. The goods offered at [mytheresa.com](http://mytheresa.com) are presented on the Website in accordance with the actual products. Minor discrepancies between the presentation and the actual products 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 shipped in several parcels. The German Civil Code (BGB), Sec. 266 BGB remains unaffected. Shipping charges will be incurred on each parcel.

### 4. Gift Card

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

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

4.5 [mytheresa.com](http://mytheresa.com) reserves the right to cancel or block the Gift Card, if there are legal reasons, for example, in case of loss or misuse of the Gift Card. You will be notified by email by [mytheresa.com](http://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 different products available on the website, except additional Gift Cards. To determine the validity of a promotion code, see the document which contains the promotion code.

5.2 Exchanges or reimbursements of promotion codes, which were part of a purchase, are not permissible. If you may have received on behalf of [mytheresa.com](http://mytheresa.com), are non-permissible. The exchange of promotional codes is not permissible outside of the standard return time and conditions.

5.3 [mytheresa.com](http://mytheresa.com) reserves the right to cancel or block the promotion code, if there are legal reasons, for example, in case of loss or misuse of the promotion code. You will be notified immediately by [mytheresa.com](http://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 of the returned items. If you are returning only one of the items purchased with a promotion code, 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 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 clicking the "print" button on the "acknowledgment of receipt". It will appear on your screen once you have completed the purchase 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 of your purchase. You can also use the cancellation template, which can be printed.

## § 7 Shipping & dispatch

1. Your package will be shipped with either DHL or UPS, depending on the shipping method you choose. You may choose DHL Standard, DHL Express, UPS Express, or UPS Standard. [Mytheresa.com](https://www.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 depending on the shipment method and place of delivery chosen. If you have chosen a payment option, the goods will be dispatched only after the full purchase price has been received in 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 note that the insurance of the goods and all costs incurred for shipping documents, including value-added tax as applicable in Switzerland as well as customs duties, are included in the shipping costs but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees can be refunded on request.

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, including value-added tax as applicable in Japan as well as customs and handling charges, are included in the shipping costs but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees can be refunded on request.

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, including 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 request.

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 prices include insurance costs of the merchandise as well as the costs for any accompanying documents. Product prices are shown inclusive of customs duties and handling fees, but exclusive of German sales tax.

In case of a return, customs duties and handling fees can be refunded on request.

### 3e) Deliveries to Hong Kong

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

In case of a return, customs duties and handling fees can be refunded on request.

### 3f) Deliveries to Australia

Based on experience, deliveries to Australia take 2-5 business days. Please note that prices include insurance costs of the merchandise as well as the costs for any accompanying documents. Product 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 on request.

### 3g) Deliveries to Singapore

Based on experience, deliveries to Singapore take 2-4 business days. Please note that prices include insurance costs of the merchandise as well as the costs for any accompanying documents. Product 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 on request.

### 3h) Deliveries to mainland China

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

In case of a return, customs duties and handling fees can be refunded on request.

### 3i) Deliveries to other destinations

Based on experience, deliveries to countries liable to customs duties take 2-5 business days. Please note that prices include insurance costs of the goods and all costs incurred for shipping documents. Product prices as indicated are exclusive of value-added tax and customs duties. Please note that prices are exclusive of German value-added tax. Please note that DHL will charge all import taxes and handling charges separately for each country. For any questions about taxes and handling charges, please e-mail to our Customer Care Team: [customercare@mytheresa.com](mailto:customercare@mytheresa.com). Please note that DHL is 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 can be refunded on request.

## 4. Shipping charges

Destination	Carrier	Shipping
Germany	DHL Express	19.00 €
Germany	DHL Standard	5.95 €
Germany	UPS Express	19.00 €
Germany	UPS Standard	5.95 €
Munich only	Courier	15.00 €
Austria	UPS Express	19.00 €
Austria	UPS Standard	9.00 €
Italy	DHL Express	19.00 €
Italy	UPS Standard	13.00 €
France	DHL Express	19.00 €
France	UPS Standard	13.00 €
Switzerland	DHL Express	25.00 €
UK	DHL Express	16.00 €
UK	UPS Standard	10.00 €
USA	DHL Express	25.00 €
USA	UPS Express	25.00 €
Japan	DHL Express	2,400 ¥
Middle East	DHL Express	20.00 €
Singapore	DHL Express	25.00 €
Hong Kong	DHL Express	200 HKD
China	DHL Express	25.00 €
Korea	DHL Express	20.00 €
Australia	DHL Express	20.00 €
Netherlands	DHL Express	19.00 €
Netherlands	UPS Standard	13.00 €
European Union	DHL Express	19.00 €
European Union (except Malta and Cyprus)	UPS Standard	13.00 €
Non-EU European countries	DHL Express	34.00 €
Other Regions of Europe (AD, GG, IM, JE, LI, NO)	UPS Standard	19.00 €
Other destinations	DHL Express	20.00 €

#### 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](https://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 order (and 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 remaining amount. If the Gift Card balance exceeds the order amount, you may use the same code for the remaining amount. The amount remaining will be available until your credit balance has been used. 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 code in the promotion code field at checkout. Click on "add code" in the last step of the checkout. If the order amount exceeds the promotion code balance, please select the payment method with which you wish to cover the remaining amount.

## 4. Set-off

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

## 5. Right of retention for commercial transactions

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

## § 9 Retention of title

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

## § 10 Inquiries, complaints

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

email: 

phone: 

fax: +

## § 11 Warranty

Claims based on defects in the delivered goods shall be governed by the German Civil Code, with the exception that any claims for damages relating to defects shall be subject to the provisions of the German Civil Code below.

## § 12 Liability

1. We accept unlimited liability for damage caused by intent or gross negligence or breaches by ordinary negligence of any major obligations or secondary obligations, the achievement of the contractual purpose at risk or whose fulfilment is essential for the performance of the contract and whose fulfilment customer could reasonably expect ("obligation"), shall be limited to foreseeable damage characteristic for the type of obligation for any breach by ordinary negligence of contractual obligations which

2. Nothing in this shall prejudice our liability in the event of fraudulent breach of warranty or guarantee as to quality, for claims based on the Product Liability Act, and for claims for 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](https://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 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.