

**To:** Kathy Ruemmler [REDACTED]  
**From:** [REDACTED]  
**Sent:** Fri 8/10/2018 11:01:20 PM  
**Subject:** Re: mytheresa.com: confirmation of receipt us11388989

You know, the website even stated You May have to provide a tax ID for customs. It's possible you receive a phone call requesting this. I used your email address and cell phone number on the order. I don't see a tracking number on this confirmation. I can try giving them a call tomorrow.

?

Sent from my iPhone

On Aug 10, 2018, at 6:33 PM, Kathy Ruemmler [REDACTED] wrote:

No, but I wonder if it got caught up in customs? I ordered something else from there and I had to sign a power of attorney to get it released from customs! Do we have a tracking number?

On Aug 10, 2018, at 5:12 PM, [REDACTED] wrote:

Did your order arrive!?

Sent from my iPhone

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

Will do!

On Aug 7, 2018, at 10:51 AM [REDACTED] wrote:

He's so good  
Hope you enjoy the coat and the bag  
I chose UPS since it stated it should arrive  
faster! Please do confirm with me once  
received..

On Aug 7, 2018, at 10:39 AM,  
Kathy 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  
Ruem  
mler

wrote:

Thank you!!! So exciting!

Begin forwarded message:

From: [REDACTED]  
[REDACTED]  
Date: August 7, 2018 at 10:20:12 AM EDT  
To: [REDACTED]  
Subject: [REDACTED] confirmation of  
receipt [REDACTED]

NEW ARRIVALS — DESIGNERS — CLOTHING — S

EFTA\_R1\_01047800  
EFTA02255178

CONFIRMATION OF RECEIPT – YOU

Dear Mr. Jeffrey Epstein,

Thank you for placing your order with [REDACTED]

This email contains all details relating to your order.

If you have any questions regarding your order or require an email at [REDACTED] or visit our

Please refer to the order number below when making a

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

PERSONAL ORDER INFO

Order No.

Date

2018

us11388989

Payment Method

Ship

card type: Amex

Opti

Card number: xxxx [REDACTED]

UPS

mythe

Billing Address  
Jeffrey Epstein  
9 East 71st Street  
10021 New York  
US

Ship  
Kathy  
129 L  
1001  
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 shoul  
Size: -  
P00337984-1

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

\* Please note, customs duties and handling fees may apply.

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#### CUSTOMER CARE CONTACT



**EMAIL US**

[customercare@mytheresa.com](mailto:customercare@mytheresa.com)

CHECK OUT WHAT'S NEW

FOLLOW US  
ON:

mytheresa.com GmbH

EFTA\_R1\_01047803

EFTA02255181

<b>Office</b>	<b>Logistics</b>
Einsteinring 9	Marsstrasse 6 a-c
85-60-9 Aschheim/Munich	85-55-1 Kirchheim-Heimstette
Germany	Germany

HypoVereinsbank München - Acc. Number: 66-68-66-14-2 - BLZ: DE8-57-002-027-00-66-68-66-14-2 - SWIFT-BIC: HYVEDEMM  
Registered office: Munich/Germany - Commercial registry: Munic  
number: DE 2-13-277-271  
Managing Directors: Sebastian Dietzmann, Michael Kliger, Tracy

This email was sent to: [REDACTED]

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

## GENERAL TERMS AND CONDITIONS

### § 1 General

mytheresa.com GmbH, Einsteinring 9, 85-60-9 Aschheim/Munich, Sebastian Dietzmann, Michael Kliger, Tracy M. Preston, T. Dale Stapleton, [REDACTED] (hereinafter "mytheresa.com" or "we"), operates the website [www.mytheresa.com](http://www.mytheresa.com) (the "Website"). All orders placed on the Website are governed by these General Terms and Conditions, as applicable at the time the order is placed. We do not accept any 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 a court.

### § 2 Contracts

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

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 a purchase contract.

3. By submitting the order form provided on our Website to us you enter into a purchase contract with us. You submit an offer by entering all relevant data in the order form and sending it to us. Once you have submitted your offer you will be able to view the details input by you and can change them.

4. On receipt of your order we will send you an e-mail confirming 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 the confirmation of your order.

5. A purchase contract between you and [mytheresa.com](http://mytheresa.com) will become effective when [mytheresa.com](http://mytheresa.com) has accepted the offer by dispatching the goods ordered. If payment is made by bank transfer, 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 any reason if [mytheresa.com](http://mytheresa.com) has legitimate grounds to suspect that the goods purchased via the Internet are not intended for commercial use.

### § 3 Cancellation policy advisory

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

#### CANCELLATION POLICY

You may repeal your contract of purchase within 14 days without giving any reason.

The allocated cancellation timeframe is 14 days, effective the day on which the consumer informed [mytheresa.com](http://mytheresa.com) in writing that he or she, who may not be the carrier/courier, took said commodity.

To administer your right to cancel your order, you have to indicate in writing to mytheresa.com, Marsstrasse 6 a-c, 85551 Kirchheim-Heimstetten, Germany, e-mail: [cancel@mytheresa.com](mailto:cancel@mytheresa.com), telephone: +49 89 1-27-69-5---10-0, Fax: +49 89 1-27-69-5---20-0, by stating that you are repealing your contract of purchase (for example, by letter, e-mail, fax, or an email). You may use the cancellation template, which is mandatory to use this template.

It will suffice to send us your notification of repeal within the period of 14 days from the day following the day on which the order for the 14-day cancellation timeframe to be granted.

#### CONSEQUENCES

If you repeal your contract of purchase, we are obligated to return all items sent to us by you, including shipping costs (excluding additional costs for returning the items, such as choosing a different shipping option, other than the regular one, or returning the items to a different address than the one offered) immediately and within 14 days at most, effective the day on which we received your notification.

The payment method which was used to make the transaction will be used again for the reimbursement, unless we have explicitly agreed to something different. You will be charged a handling fee for the reimbursement.

We reserve the right to withhold the reimbursement until we have received the items sent back to us, 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 from the day following the day on which you have notified us of the cancellation of this contract. The cancellation will be granted if the items are sent back within fourteen days. All relevant costs for the return will be borne by you.

You are only required to compensate us for any loss in value resulting from the return of the items, such as damage or loss due to unnecessary handling, which goes beyond the administrative costs of returning the item, its characteristics and functionality.

#### REASONS TO TERMINATE THE CANCELLATION POLICY

The cancellation policy is only in place if the product bought is a garment. Personalisation of garments renders the cancellation policy inapplicable.

End of advisory

Cancellation template

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

#### § 4 Voluntary returns right

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

2.2 All return shipments are made solely using the same service using the way bill or return sticker that is enclosed in the original and instructions for returning items will be enclosed in your pack

2.3 Please note that we can only accept returns from the country shipment was sent to Austria, for instance, we can only accept a

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

2.5. Please send all returns to: [mytheresa.com](http://mytheresa.com) GmbH, Marsstrasse 1, 80539 Munich, Germany.

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

email: [customercare@mytheresa.com](mailto:customercare@mytheresa.com)

Phone: +49 89 1-27-69-5-1-0-0

Fax: +49 89 1-27-69-5---20-0

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

## § 5 Prices; product presentation; availability; Gift Card; prom

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 do not constitute a defect in the goods ordered.

3. If you have ordered several items at the same time, the product  
Sec. 266 BGB remains unaffected. Shipping charges will be incurred.

#### 4. Gift Card

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

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

4.3 The Gift Card is only valid in countries that we ship to in the website. The Gift Card can only be used in the destination country. Card.

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

4.5 mytheresa.com reserves the right to cancel or block the Gift reasons, for example, in case of loss or misuse of the Gift Card.

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 available on the website, except additional Gift Cards. To determine the document which contains the promotion code.

5.2 Exchanges or reimbursements of promotion codes, which were given to 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 conditions.

5.3 mytheresa.com reserves the right to cancel or block the promotion code for legal reasons, for example, in case of loss or misuse of the promotion code. The promotion code will be blocked 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, the amount of the returned items. If you are returning only one of the items, the promotion code will be adjusted accordingly, and only the amount of the returned item will be refunded. The promotion code loses its validity proportionate to the amount of the returned items. If you are returning your complete order, the amount paid will be refunded. Please note that promotion codes cannot 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 "acknowledgment of receipt". It will appear on your screen once you have completed the purchase process by clicking the "complete purchase" button and your credit card details have been stored.

In addition, you will receive an email order confirmation stating a unique order number 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 delivery address. You may choose DHL Standard, DHL Express, UPS Express, or UPS Standard as your delivery method. Mytheresa.com is liable for any potential transport risks.

2. The goods will be ready for dispatch on or after the day following the order confirmation. Dispatch and delivery will be made within 1 to 5 business days to the shipper, depending on the shipment method and place of delivery chosen. In the case of a prepayment or payment by bank transfer, the goods will be dispatched only after the full payment has been received in the account.

#### 3. Deliveries to non-EU destinations

##### 3a) Deliveries to Switzerland

Based on experience, deliveries to Switzerland take 1 to 3 business days. The delivery costs include the insurance of the goods and all costs incurred for shipping documents. The delivery costs indicated include value-added tax as applicable in Switzerland as well as the costs for the delivery to Switzerland.

but are exclusive of German value-added tax.

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

3b) Deliveries to Japan

Based on experience, deliveries to Japan take 2 to 5 business days. Insurance of the goods and all costs incurred for shipping documents 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.

3c) Deliveries to the USA

Based on experience, deliveries to the USA take 1 to 3 business days. Insurance of the goods and all costs incurred for shipping documents 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.

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. Insurance costs of the merchandise as well as the costs for any shipping documents are shown inclusive of customs duties and handling fees.

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

3e) Deliveries to Hong Kong

Based on experience, deliveries to Hong Kong take 2-4 business days. Insurance costs of the merchandise as well as the costs for any shipping documents are shown inclusive of customs duties and handling fees.

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

3f) Deliveries to Australia

Based on experience, deliveries to Australia take 2-5 business days. Insurance costs of the merchandise as well as the costs for any shipping documents are shown inclusive of customs duties, handling fees, and German sales tax.

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

3g) Deliveries to Singapore

Based on experience, deliveries to Singapore take 2-4 business days. Insurance costs of the merchandise as well as the costs for any shipping documents 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 refu

3h) Deliveries to mainland China

Based on experience, deliveries to mainland China take 2 to 5 bu  
cover the insurance of the goods and all costs incurred for shipp  
indicated include value-added tax as applicable in mainland Chin  
charges, but are exclusive of German value-added tax.

In case of a return, customs duties and handling fees can be refu

3i) Deliveries to other destinations

Based on experience, deliveries to countries liable to customs du  
be aware that we cover the insurance of the goods and all costs i  
product prices as indicated are exclusive of value-added tax and  
of German value-added tax. Please note that DHL will charge all  
handling charges separately for each country. For any questions  
please e-mail to our Customer Care Team: [customercare@mythe](mailto:customercare@mythe)  
responsible for any banking charges as may be incurred in foreig

In case of a return, customs duties, import sales taxes and DHL

4. Shipping charges

Destination	Carrier
Germany	— DHL Express
Germany	— DHL Standard
Germany	— UPS Express
Germany	— UPS Standard
Munich only	— Courier
Austria	— UPS Express
Austria	— UPS Standard
Italy	— DHL Express
Italy	— UPS Standard
France	— DHL Express
France	— UPS Standard
Switzerland	— DHL Express
UK	— DHL Express
UK	— UPS Standard
USA	— DHL Express
USA	— UPS Express
Japan	— DHL Express
Middle East	— DHL Express
Singapore	— DHL Express
Hong Kong	— DHL Express
China	— DHL Express
Korea	— DHL Express
Australia	— DHL Express
Netherlands	— DHL Express
Netherlands	— UPS Standard
European Union	— DHL Express
European Union (except Malta and	— UPS Standard

Cyprus)

Non-EU European countries

DHL Express

Other Regions of Europe (AD, GG, IM, JE, LI, NO)

UPS Standard

Other destinations

DHL Express

Courier:

15.00 EUR, only in the Munich municipal area and only if paid by  
ordered by 16:30 h CET, Mondays to Fridays (except public holi

Shipping charges will be incurred only once for deliveries in insta

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

##### 1. Accepted methods of payment

Please pay for your [mytheresa.com](http://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 (also currencies).

##### 2. Payment using a Gift Card

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

##### 4. Set-off

The customer is barred from a set-off if the counter claim has not been decided upon, and is not undisputed or if a separate claim for damages arises from the same contract.

## 5. Right of retention for commercial transactions

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

### § 9 Retention of title

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

### § 10 Inquiries, complaints

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

email: [\[REDACTED\]](mailto:)  
phone: +49 89 1-27-69-5---10-0  
fax: +49 89 1-27-69-5---2-00

### § 11 Warranty

Claims based on defects in the delivered goods shall be governed by the exception that any claims for damages relating to defects shall be governed by the provisions below.

### § 12 Liability

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

2. Nothing in this shall prejudice our liability in the event of fraud, guarantee as to quality, for claims based on the Product Liability Act, 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](http://mytheresa.com) shall not apply 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 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.