

**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

[REDACTED]  
wrote:

Thank you!!! So exciting!

Begin forwarded message:

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

NEW ARRIVALS—DESIGNERS—CLOTHING—S

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.

us11388989

Date

2018-

Payment Method

card type: Amex

Card number: xxxx [REDACTED]

Ship

Optic

UPS

[mytheresa.com](http://mytheresa.com)

**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 f

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## CUSTOMER CARE CONTACT



**EMAIL US**

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

## CHECK OUT WHAT'

**FOLLOW US ON:** —

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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: 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: Munich  
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/München  
Dietzmann, Michael Kliger, Tracy M. Preston, T. Dale Stapleton  
[REDACTED] (hereinafter "mytheresa.com" or "we"), operating  
address www.mytheresa.com (the "Website"). All orders placed  
deliveries and services are governed exclusively by the General Terms  
below, as applicable at the time the order is placed. We do not accept  
conditions from the customer except where specifically agreed in writing.

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

We are not willing to enter into dispute resolution proceedings before

### § 2 Contracts

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

**Destination**

Germany  
Austria

**Available languages**

German, English  
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 required data in the order process and posting the order form to us by using the button "confirm order". After your offer you will be able to view the details input by you and confirm your offer.

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 a declaration of acceptance of your contractual offer but serves for information only.

5. A purchase contract between you and [mytheresa.com](https://mytheresa.com) will be concluded once you have accepted the offer by dispatching the goods ordered. If payment by credit card is chosen, the goods will be dispatched only after the full amount has been debited from your credit card.

6. [mytheresa.com](https://mytheresa.com) has the right to refuse any offer without stating reasons. [mytheresa.com](https://mytheresa.com) reserves the right to refuse an offer on legitimate grounds to suspect that the goods purchased via the internet are not for personal use on 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 giving any reason.

The allocated cancellation timeframe is 14 days, effective the day after the day of receipt of the goods by the consumer, 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 in writing at Marsstrasse 6 a-c, 85551 Kirchheim-Heimstetten, Germany, ☎ +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 mail, fax, or an email). You may use the cancellation template mandatory to use this template.

It will suffice to send us your notification of repeal within the order 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 shipping offer) immediately and within 14 days at most, effective the day 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 in writing. No fees for the reimbursement.

We reserve the right to withhold the reimbursement until we have received the items back 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 which you have notified us of the cancellation of this contract. A refund is granted if the items are sent back within fourteen days. All return shipping costs are borne by the customer.

You are only required to compensate us for any loss in value of the item due to its return back to unnecessary handling, which goes beyond the administrative costs of the item, its characteristics and functionality.

#### REASONS TO TERMINATE THE CANCELLATION POLICY

The cancellation policy is only in place if the product bought is not customized. 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 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.



2.1. All return shipments will be at our expense, if the following

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

2.5. Please send all returns to: [mytheresa.com](http://mytheresa.com) GmbH, Marsstrasse 1, 40220 Düsseldorf, Germany.

email: [customer care@mytheresa.com](mailto:customer care@mytheresa.com)

Phone: +-4-9 8-9 1-27-69-5--1-0-0

Fax: +-4-9 8-9 1-27-69-5---20-0

This voluntary right of return does not limit your legal rights nor 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 Web as they appear in the actual products. Minor discrepancies between the presentation on the Web and the actual products are considered as a defect in the goods ordered.

3. If you have ordered several items at the same time, the product price of the first item is reduced. The price of the other items remains unchanged. Sec. 266 BGB remains unaffected. Shipping charges will be incurred for each item.

#### 4. Gift Card

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

4.2 Exchanges or reimbursements of your gift card are only applicable to the original purchase and are subject to the applicable 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.

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

4.5 [mytheresa.com](https://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](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 only 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 issued to 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 conditions.

5.3 [mytheresa.com](http://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. [mytheresa.com](http://mytheresa.com) 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, 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 items will be refunded. The promotion code loses its validity proportionate to the amount returned. If you are returning your complete order, the amount paid will be refunded in full. The promotion code will no longer be applied to future purchases. Please note that promotion codes are not replaced or refunded.

## § 6 Storage of contract data

We store your order data. If you wish to print your order, you may click on "print" or "acknowledgment of receipt". It will appear on your screen once you click on "complete purchase" button and your credit card details.

In addition, you will receive an email order confirmation stating a 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 may choose DHL Standard, DHL Express, UPS Express, or UPS Next Business Day. [Mytheresa.com](http://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. Delivery will be made within 1 to 5 business days to the shipment depending on the shipment method and place of delivery chosen. If you choose a payment option, the goods will be dispatched only after the full payment has been received on your account.

3. Deliveries to non-EU destinations

3a) Deliveries to Switzerland

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

but are exclusive of German value-added tax.

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

### 3b) Deliveries to Japan

Based on experience, deliveries to Japan take 2 to 5 business days. The prices include insurance of the goods and all costs incurred for shipping documents. The prices include value-added tax as applicable in Japan as well as customs duties and handling fees, 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. The prices include insurance of the goods and all costs incurred for shipping documents. The prices 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. The prices include insurance costs of the merchandise as well as the costs for any shipping documents. The prices are shown inclusive of customs duties and handling fees, but are exclusive of German value-added tax.

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. The prices include insurance costs of the merchandise as well as the costs for any shipping documents. The prices are shown inclusive of customs duties and handling fees, but are exclusive of German value-added tax.

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. The prices include insurance costs of the merchandise as well as the costs for any shipping documents. The prices 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. The prices include insurance costs of the merchandise as well as the costs for any shipping documents. The prices are shown inclusive of all taxes and handling fees but are exclusive of German value-added tax.

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

### 3h) Deliveries to mainland China

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

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

### 3i) Deliveries to other destinations

Based on experience, deliveries to countries liable to customs duties take 3 to 7 business days. Please be aware that we cover the insurance of the goods and all costs incurred for shipping. Product prices as indicated are exclusive of value-added tax and handling charges separately for each country. For any questions, please e-mail to our Customer Care Team: [customercare@mythe.com](mailto:customercare@mythe.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 charges can be refunded.

## 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	<input type="checkbox"/> DHL Express	<input type="checkbox"/>
Other Regions of Europe (AD, GG, IM, JE, LI, NO)	<input type="checkbox"/> UPS Standard	<input type="checkbox"/>
Other destinations	<input type="checkbox"/> DHL Express	<input type="checkbox"/>

Courier:

15.00 EUR, only in the Munich municipal area and only if paid by 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 at checkout (and in the same currency as the order, unless otherwise specified in the order confirmation or in the invoice, also currencies).

### 2. Payment using a Gift Card

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

### 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 has been filed against the contract.

#### 5. Right of retention for commercial transactions

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

#### § 9 Retention of title

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

#### § 10 Inquiries, complaints

For any inquiries about your order or complaints, please contact

email

phone: +-4-9 8-9 1-27-69-5---10-0

fax: +-4-9 8-9 1-27-69-5---2-00

#### § 11 Warranty

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

#### § 12 Liability

1. We accept unlimited liability for damage caused by intent or g breaches by ordinary negligence of any major obligations or seco achievement of the contractual purpose at risk or whose fulfilment performance of the contract and whose fulfilment customer could obligation"), shall be limited to foreseeable damage characteristi for any breach by ordinary negligence of contractual obligations v

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

3. Any exclusion or limitation of the liability of [mytheresa.com](http://mytheresa.com) sh its employees, members of staff, representatives and vicarious ap

#### § 13 Governing law, severability

1. All legal disputes arising out of or in connection with a purcha exclusively by German law to the exclusion of the UN Sales Conv

2. If any provision is invalid, nothing in this shall prejudice the v hereof.