

To: [REDACTED]
From: [REDACTED]
Sent: Fri 11/9/2018 12:04:19 PM
Subject: Re: AW: Large Order Request

Thank you so very much! I already received the 1st package yesterday!! I was able to change the ZIP Code myself. But yesterday Fedex couldn't find his current package. So happy to know I will have all product in house very soon. Appreciate your help [REDACTED]

Sent from my iPhone

On Nov 9, 2018, at 6:56 AM, eboutique us <[REDACTED]> wrote:

Dear [REDACTED]

We have instructed Fedex to change the Zip Code.

Best regards
Claudia

Von [REDACTED]

Gesendet: Donnerstag, 8. November 2018 16:11

An: eboutique us <[REDACTED]>

Betreff: Re: Large Order Request

Hello Claudia! I realized I typed in the WRONG ZIP CODE for delivery of our packages! Fed Ex was able to change the zip code on the first package that was sent (Tracking #773677992030)...but the second package is not showing up in Fed Ex's system yet. I am hoping you can change the zip code on your end before shipping. I have made the address correction on your website. The CORRECT ZIP CODE is 10021 (wrong is 06840)

So sorry for the inconvenience! Can you help?

On Nov 6, 2018, at 10:21 [REDACTED] wrote:

I've placed the order! Thank you so much. We hope to receive all the items very soon! Again appreciate your help. Lesley

Sent from my iPhone
On Nov 6, 2018, at 7:06 AM, eboutique us <[REDACTED]>

Dear L [REDACTED]

Thank you for your order online. I'm pleased to inform you that in the size M we have 23 pcs which you should be able to order now. We will get another delivery in december. You should be able to order the rest latest by mid of december.

If you need any further assistance, please don't hesitate to contact us.

Best regards
Claudia

Von: [REDACTED]

Gesendet: Montag, 5. November 2018 19:49

An: eboutique us [REDACTED]

Betreff: Re: Large [REDACTED]

Thank you for your reply. I have placed an order on line for 24 shirts (I found 7 at Bergdorf's in NY) However, I am having a problem with the 286 Sea Island Cotton Brief...Bergdorf only has 4 pair in White Medium. I need 27 more pairs! YOUR website states 'out of stock'. Do you know when you will get them back in stock?

[REDACTED]

On Nov 5, 2018, at 7:42 AM, eboutique us [REDACTED]

[REDACTED]

D [REDACTED]

We thank you for your email. We're very sorry to inform you that we don't give any discounts on our products. May we ask you to visit our shop finder https://www.zimmerli.com/ch_de/shops and contact the boutique close to you. They can order the requested items for you and you could pick them up there directly. Otherwise you're more than welcome to order the items online www.zimmerli.com/us_en.

For any further questions, please feel free to contact us.

Beste Grüsse / Best regards

Claudia Utz
Leiterin / Head of E-Commerce

[REDACTED]

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<image001.png>

<image002.png>

Gesendet: Freitag, 2. November 2018 17:38

An: eboutique u

Betreff: Large O

Hello. We are interested in purchasing 31 of your

**Zimmerli Sea Island
Luxury Cotton Crew
Neck T-Shirt
(2861441)**

and 31 of your

**Zimmerli Sea Island
Luxury Cotton Brief
(2861444)**

Both in size Medium. Might we be able to get a discount for this large order? We would need it shipped to the US:

9 East 71st Street
New York, NY 10021

Please let me know what we can do!

Thank you,

tein