

**To:** Apple Contact[uppereastsidebusiness@apple.com]  
**Cc:** Bella Klein[REDACTED]; Rich Kahn[REDACTED]  
**From:** Lesley Groff  
**Sent:** Thur 1/3/2019 10:55:32 PM  
**Subject:** Re: Attn: Martin RE: HBRK Order

Hi Martin...the order is correct and the shipping address is correct. Please do use the Amex on file ending in [REDACTED]  
thank you for your help. Lesley

On Jan 3, 2019, at 5:47 PM, Martin O'Brien, Apple Business UES  
<uppereastsidebusiness@apple.com> wrote:

Hi Lesley -  
Attached is a quote for the Apple Watch Hermes being ordered for [REDACTED].

Please review the attached quote to ensure device specs and shipping/billing addresses are correct.

If everything looks good, would you like us to process the order on the Amex ending in \*14009? If so, send back approval and our support team will process it.

If you'd like to provide alternative payment, please give us a call on Friday between 9am-5pm with payment information (t: [REDACTED]).

Any questions or changes to the order, please let me know!

Best Wishes,

Martin O'Brien  
Business Expert  
Apple Upper East Side

[REDACTED]  
[uppereastsidebusiness@apple.com](mailto:uppereastsidebusiness@apple.com)  
[www.apple.com/retail/uppereastside](http://www.apple.com/retail/uppereastside)

**Office Hours: M-F, 9am-5pm**

<Quote 1 for HBRK\_010319\_SSO\_CC + 2205257729.pdf>

On Jan 3, 2019, at 11:03 AM, Lesley Groff <[REDACTED]>  
wrote:

Sounds great! thank you so very much.  
Can you also check on the below watch and let me know if Kathy has received it as of yet.? I have not received a confirmation of delivery yet.

**19.Kathy Ruemmler—[REDACTED] \$1523.16**

Address: [REDACTED]

Size: 40mm Hermes Paris Face

Case Color: Silver

Case Material: Stainless Steel

Band: Hermes Bleu Indigo Swift Leather Double Tour

On Jan 3, 2019, at 10:24 AM, Martin O'Brien, Apple Business UES <[uppereastsidebusiness@apple.com](mailto:uppereastsidebusiness@apple.com)> wrote:

Hi Lesley -  
Hope the New Year is off to a good start!

I reached out to our support team upon my return, however they were out of office until yesterday.

They just got back to me and said they are processing the return. Once I have that - I will forward you the return label for [REDACTED].

I'll be in touch by end of day today with next steps.

Best Wishes,

Martin O'Brien  
Business Expert  
Apple Upper East Side

[REDACTED]  
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On Dec 31, 2018, at 1:04 PM, Lesley Groff <[REDACTED]> wrote:

Hi Martin...and Happy New Year! I know you are out of the office until Jan. 1. Wanted to let you know [REDACTED] would like to return the entire watch and band then reorder the watch and single tour band she wants. We will need a return label for the return and please do reorder the proper one as soon as possible. thanks, Lesley

On Dec 28, 2018, at 3:56 PM,  
Martin O'Brien, Apple Business  
UES  
<[uppereastsidebusiness@apple.com](mailto:uppereastsidebusiness@apple.com)> wrote:

Hi Lesley -  
Hope you had a great Christmas!

I'm just getting back into the office today and seeing this. Sorry  
that this was ordered  
incorrectly.

It looks like the single tour watch band is no longer available,  
otherwise I'd say we could just  
make a swap through a retail  
store.

So, in this case, we would have to submit for a return of the  
original watch (double tour) and  
a purchase of the new watch  
(single tour). There is a 4 week  
ship time on this model.

Let me know if [REDACTED] would still like to continue with the  
return/purchase and I'll help you  
get everything coordinated.

*Note:* I'll be OOO Monday, but will be sure to followup on  
Tuesday, 1/1/19.

Best Wishes,

Martin O'Brien  
Business Expert  
Apple Upper East Side  
[REDACTED]  
[uppereastsidebusiness@apple.com](mailto:uppereastsidebusiness@apple.com)  
[www.apple.com/retail/uppereastside](http://www.apple.com/retail/uppereastside)

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On Dec 26, 2018,  
at 6:12 PM, Lesley  
Groff  
<[REDACTED]>  
<[uppereastsidebusiness@apple.com](mailto:uppereastsidebusiness@apple.com)> wrote:

Hello Martin and hope you had a Merry Christmas! We received a Hermes watch and band for

[REDACTED] [REDACTED]  
(#22 on the spread sheet) but the band is not what she wanted. I see I ordered it originally correct (Single tour) but somewhere along the line it became a Double Tour band...and I did not catch it. So sorry.

May we return the  
bordeaux/Rose  
Extreme/rose  
Azalee Swift  
Leather Double  
Tour and get the  
Bordeaux/Rose  
Extreme Rose  
Azalee Swift  
Leather Single  
Tour instead? Do  
you need the watch  
and band returned  
or can we just  
return the band?

Please let me know how to proceed.

Sorry for the trouble.

Thanks.

Lesley