

**To:** Lesley Groff[REDACTED]  
**Cc:** Bella Klein[REDACTED]; Rich Kahn[REDACTED]  
**From:** uppereastsidebusiness@apple.com on behalf of "Martin O'Brien, Apple Business UES" <uppereastsidebusiness@apple.com>  
**Sent:** Thur 1/3/2019 11:27:39 PM  
**Subject:** Re: Attn: Martin RE: HBRK Order

Hi Lesley -

Your order has been submitted to our booking department!

You'll receive an ***Order Acknowledgement email*** from Apple once your request has been processed. This email will include your itemized quote and an "***Order Status***" ***link*** which you can click to monitor the status of your order as it's processed for shipment.

Once your items are ready to deliver you will receive a ***Shipping Notification email*** from Apple which will include your ***tracking number***.

If you have any questions at all, please feel free to contact the Business Team at Apple UES.

**T:** [REDACTED]  
**E:** [uppereastsidebusiness@apple.com](mailto:uppereastsidebusiness@apple.com)

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**

On Jan 3, 2019, at 5:55 PM, Lesley Groff <[REDACTED]> wrote:

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](mailto: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 \* [REDACTED]? 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]

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<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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[www.apple.com/retail/uppereastside](http://www.apple.com/retail/uppereastside)

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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]

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9am-5pm*

On  
Dec  
26,  
2018,  
at 6:12  
PM,  
Lesley

Groff

[REDACTED]

wrote:

Hello Martin and hope you had a Merry Christmas!

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and  
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[REDACTED]

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band?

Please let me know how to proceed.

Sorry for the trouble.

Thanks.

Lesley