

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

Best Wishes,

Martin O'Brien
Business Expert
Apple Upper East Side
[REDACTED]
uppereastsidebusiness@apple.com
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> 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

uppereastsidebusiness@apple.com
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> 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]
uppereastsidebusiness@apple.com
www.apple.com/retail/uppereastside

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

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>
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
www.apple.com/retail/uppereastside

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

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

Groff



wrote:

Hello Martin and hope you had a Merry Christmas!

We
receive
d a
Herme
s
watch
and
band
for



(#22
on the
spread
sheet)
but the
band is
not
what
she
wanted
. I see
I
ordere
d it
origina
lly
correct
(Single
tour)
but
somew
here
along
the line
it
became

a
Double
Tour
band...
and I
did not
catch
it. So
sorry.
May
we
return
the
bordea
ux/Ros
e
Extrem
e/rose
Azalee
Swift
Leathe
r
Double
Tour
and get
the
Bordea
ux/Ros
e
Extrem
e Rose
Azalee
Swift
Leathe
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Single
Tour
instead
? Do
you
need
the
watch
and
band
returne

d or
can we
just
return
the
band?

Please let me know how to proceed.

Sorry for the trouble.

Thanks.

Lesley