

**To:** Martin O'Brien, Apple Business UES[uppereastsidebusiness@apple.com]  
**From:** Lesley Groff  
**Sent:** Thur 1/3/2019 11:29:55 PM  
**Subject:** Re: Attn: Martin RE: HBRK Order

Super. Thanks

Sent from my iPhone

On Jan 3, 2019, at 6:27 PM, Martin O'Brien, Apple Business UES  
<uppereastsidebusiness@apple.com> wrote:

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 14009!  
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 \*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)

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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]  
[uppereastsidebusiness@apple.com](mailto:uppereastsidebusiness@apple.com)  
[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]>  
[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'Brie  
n,  
Apple  
Busine  
ss UES  
<[uppercastsidedbusiness@apple.com](mailto:uppercastsidedbusiness@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  
ordere  
d  
incorre  
ctly.

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

everyth  
ing  
coordi  
nated.

*Note:* I'll be OOO Monday, but will be sure to  
follow  
up on  
Tuesda  
y,  
1/1/19.

Best  
Wishes,

Martin O'Brien  
Business Expert  
Apple Upper East Side

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

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5pm**

On Dec 26, 2018, at 6:12 PM, Lesley Groff  
<[REDACTED]> wrote:

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