

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

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 14009!
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
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'Brie
n,
Apple
Busine
ss UES
<upper
eastsid
ebusine
ss@ap
ple.co
m>
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
availab
le,
otherw
ise I'd
say we
could
just
make a
swap
throug
h a
retail
store.

So, in this case, we would have to submit for a
return
of the
origina
l watch
(doubl
e tour)
and a
purcha
se of
the
new
watch
(single
tour).
There
is a 4
week
ship
time on
this
model.

Let me know if █ would still like to continue with
the
return/
purcha
se 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
[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

<[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