

**To:** Apple Contact [REDACTED]  
**Cc:** Rich Kahn [REDACTED]; merwin dela cruz [REDACTED]  
**From:** [REDACTED]  
**Sent:** Mon 12/17/2018 11:19:17 PM  
**Subject:** Re: Attn: Martin- Your order is on its way.

super ! thank you.

On Dec 17, 2018, at 6:15 PM, Martin O'Brien, Apple Business UES  
<[REDACTED]> wrote:

Hi [REDACTED] & Merwin-  
Hope you're both well!

I've requested a return label from our support team. Any items ordered and shipped via  
the business channel must be shipped back to our warehouse.

Once I receive the label, I will forward it to you with instructions on returning the watch.

Anything else, please let me know!

Best Wishes,

Martin O'Brien  
Business Expert  
Apple Upper East Side  
(646) 343-2703

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

On Dec 13, 2018, at 2:44 PM, [REDACTED]  
wrote:

Hi Martin...we need to return the watch for Emma Rod Larsen...she is a recipient  
in London and I placed the watch order for her on the UK website.  
Our man, Merwin tried to return today but was not able to. Can you  
help? [REDACTED]

Begin forwarded message:

**From:** Merwin Dela cruz  
[REDACTED]  
**Subject: Re: Your order is on its way.**  
**Date:** December 13, 2018 at 2:37:58 PM EST  
**To:** [REDACTED]

Hi Les,

The store will not take the watch back. It has to return to sender.

Thanks

On Dec 12, 2018, at 11:13 AM, [REDACTED]

wrote:

Begin forwarded message:

**From:** Apple Store

<[shipment\\_notification\\_retail\\_business\\_US@orders.apple.com](mailto:shipment_notification_retail_business_US@orders.apple.com)>

**Subject: Your order is on its way.**

**Date:** December 6, 2018 at 12:32:23 AM EST



## Shipping Notification

**Order number:**

2842672837

**Bill to:**

HBRK ASSOCIATES INC

HBRK ASSOCIATES INC

575 LEXINGTON AVE FL 4

NEW YORK NY 10022-6146

USA

**Date ordered:**

December 04, 2018

**Ship to:**

Emma Rod Larsen

HBRK ASSOCIATES INC

c/o Jeffrey Epstein

9 East 71st Street

NEW YORK NY 10021-4

USA

Ship Date: Dec 06, 2018

Shipping Method: Standard Shipping

Delivery Reference Number: 8595072891

**Carrier Tracking Number :** 1ZA437506720439070

[Visit Order Status](#) to view your order details.

#### **Product / Description**

Apple Watch Series 4 GPS + Cellular, 40mm Space Gray Aluminum Case with Black Sport Band

MTUG2LL/A

**If you have any questions concerning your order, please contact your Business**

Apple, Upper East Side

940 Madison Avenue

New York, New York 10021

[uppereastsidebusiness@apple.com](mailto:uppereastsidebusiness@apple.com)

1-646-3432703

#### **Frequently Asked Questions**

##### **What if I will not be available to receive my shipment?**

Most of our shipments contain valuable items, so our carriers are required to obtain a signature. Most orders delivered by Postal Service do not require a signature. If you are unable to sign for your package, leave a calling card. You can then contact the carrier directly to schedule a new delivery appointment or a delivery address.

For more information about Apple's delivery options, visit [online Help](#).

##### **How do I track my shipment?**

Visit [online Order Status](#) to view the most up-to-date status of your order. If you ordered multiple items, you will receive separate shipments with no additional shipping charges. For more information about shipping, visit [online Help](#).

You can also contact your Business Team with any questions.

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