

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

[REDACTED]
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]
[REDACTED] wrote:

Begin forwarded message:

From: Apple Store
<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 Representative.

Apple, Upper East Side

940 Madison Avenue

New York, New York 10021

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 for all orders. For orders delivered by Postal Service do not require a signature. If you are unable to sign for your order, a delivery attempt will be made and a delivery card will be left. You can then contact the carrier directly to schedule a new delivery appointment and provide a new 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, they may ship in 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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