

**To:** Apple Contact [REDACTED]  
**From:** Lesley Groff  
**Sent:** Thur 1/3/2019 4:03:49 PM  
**Subject:** Re: Attn: Martin RE: HBRK Order

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  
[REDACTED] 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]  
[www.apple.com/retail/uppereastside](http://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 <[REDACTED]> 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

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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