

To: Apple Contact [REDACTED]
From: Lesley Groff
Sent: Thur 1/3/2019 4:09:51 PM
Subject: Re: Attn: Martin RE: HBRK Order

Martin! Disregard my earlier email about Kathy Ruemmler's watch! Fed Ex shows it arrived to her Dec. 20th...I am double checking she has it but assume all is well.

Lesley

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
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
[REDACTED]

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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