

To: Lesley Groff <[REDACTED]>
From: [REDACTED]
Sent: Sat 12/29/2018 11:57:01 PM
Subject: Re: Attn: Martin RE: HBRK Order

Sure!
Let's do it!

On Sat, Dec 29, 2018 at 6:36 PM Lesley Groff <[REDACTED]> wrote:

Yes, we would have to return the watch and the band together....and order a new watch with the single band. They come as a set. Still, I think worth it to get exactly what you want. Let me know! Lesley

On Dec 28, 2018, at 5:46 PM, [REDACTED] wrote:

Hi! Thank you very much,
Yes, I'd like to change the band to a single tour..
But do I have to change the watch as well?

On Fri, Dec 28, 2018 at 5:24 PM Lesley Groff <[REDACTED]> wrote:

See below. I think if you really want the single tour band it is worth the wait. !
Let me know

Sent from my iPhone

Begin forwarded message:

From: "Martin O'Brien, Apple Business UES"
<[REDACTED]>
Date: December 28, 2018 at 3:56:02 PM EST
To: Lesley Groff <[REDACTED]>
Cc: Bella Klein <[REDACTED]>, Rich Kahn <[REDACTED]>
Subject: Re: Attn: Martin RE: HBRK Order

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]

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