

To: Lesley Groff [REDACTED]
From: [REDACTED] on behalf of "Martin O'Brien, Apple Business UES"
Sent: Thur 12/13/2018 7:31:26 PM
Subject: Re: Attn: Martin-from HBRK

I'm glad you took the initiative to try it as well! Makes things much easier!! That makes sense to have the assistant order when she's in Paris.

I'm so happy to hear people are enjoying their watches! It's really a great gift! 💎

Please let me know if you need anything in the future... you've been such a pleasure to work with!

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 13, 2018, at 2:26 PM, Lesley Groff <[REDACTED]> wrote:

I'm just happy I tried and it worked.

Still have not ordered the Paris watches or the Moscow watch...My plan is to have our assistant do it when she returns to Paris. Appreciate all your help. People are receiving watches and bands and are thrilled!

On Dec 13, 2018, at 12:07 PM, Martin O'Brien, Apple Business UES
<[REDACTED]> wrote:

Oh wow! That's great to know.

Very interesting to hear since I know we aren't able to take UK credit cards in the US.

Sorry that the direction surrounding payment is not more clear.

Best Wishes,

Martin O'Brien
Business Expert
Apple Upper East Side

[REDACTED]
Office Hours: M-F, 9am-5pm

On Dec 13, 2018, at 11:36 AM, Lesley Groff

<[REDACTED]> wrote:

It seemed to have worked just fine...I placed the order on the Apple UK site and used a US CC and everything says it is shipping...so I am feeling positive about the 2 watches that needed to go to London.

On Dec 13, 2018, at 11:22 AM, Martin O'Brien, Apple Business UES

<[REDACTED]> wrote:

Hi Lesley -
Sorry, I missed this email.

You likely won't be able to make that purchase with a US credit card.

In the US for example, they verify your billing address for each form of payment we accept and it must be linked to a US billing address in order to complete the purchase.

Did you guys come to any decision on how you'd like to proceed with the additional watches? Sorry my initial plan of action didn't work out.

Best Wishes,

Martin O'Brien
Business Expert
Apple Upper East Side

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

On Dec 11, 2018, at 3:13 PM,
Lesley Groff

<[REDACTED]> wrote:

Hi Martin...I just got on line to see if I could place the 2 orders for London on the UK website...is there any reason you see that I could not do this?

This would be a great simple solution!

Lesley
HBRK