

To: Lesley Groff [REDACTED]
Cc: Rich Kahn [REDACTED]; merwin dela cruz[merwin_dela_cruz@yahoo.com]
From: [REDACTED] on behalf of "Martin O'Brien, Apple Business UES"
Sent: Mon 12/17/2018 11:15:23 PM
Subject: Re: Attn: Martin- Your order is on its way.

Hi Lesley & 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
[REDACTED]

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

On Dec 13, 2018, at 2:44 PM, Lesley Groff [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? Lesley

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: Lesley Groff [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, Lesley Groff [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
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

Apple

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 10021-4102
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 Team.

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 upon delivery. Most orders delivered by Postal Service do not require a signature. If you are unable to sign for delivery, leave a calling card. You can then contact the carrier directly to schedule a new delivery appointment or change your 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, you will receive separate shipments with no additional shipping charges. For more information about shipping or tracking, visit online Help.

You can also contact your Business Team with any questions.

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