

To: Bella Klein[REDACTED]
Cc: Lesley Groff[REDACTED]
From: [REDACTED]
Sent: Mon 1/28/2019 6:54:53 PM
Subject: Re: [REDACTED] iPhone X

Ok, thanks.

On Mon, Jan 28, 2019 at 1:51 PM Bella Klein <[REDACTED]> wrote:

Apple warranty expired 42 days ago, but we purchased Apple care that extends warranty.
They need to find and reapply.

Thank you,

Bella

[REDACTED]
Tel: [REDACTED]

On Jan 28, 2019, at 1:43 PM, [REDACTED] <[REDACTED]> wrote:

Hi Bella,

I went to apple store and was told that my warranty is expired 42 days ago

On Mon, Jan 28, 2019 at 1:34 PM Bella Klein <[REDACTED]> wrote:

I just called the store and requested investigate for Apple care warranty on this device. They will get back to me in 24hours.

Thank you,

Bella

[REDACTED]
Tel: [REDACTED]

On Jan 28, 2019, at 1:15 PM, [REDACTED] <[REDACTED]> wrote:

Thank you Lesley for follow up email!

Hi Bella,

I don't remember the exact date when the phone was purchased. I believe you should have this data but I think the order was made in late September 2017 and arrived early November.

Serial number is [REDACTED]

Thank you,
Best,
[REDACTED]

On Mon, Jan 28, 2019 at 11:54 AM Bella Klein <[REDACTED]> wrote:

Hi [REDACTED],
When was your phone purchased, please let me know. Also, send me the serial number.

Thank you,
Bella

[REDACTED]
Tel: [REDACTED]

> On Jan 28, 2019, at 11:35 AM, Lesley Groff <[REDACTED]> wrote:

>

> HI Bella... [REDACTED] is having issues with her iPhone X...the Face ID is not working...she went to the Apple Store and they told her it can't be fixed and she would need to replace her phone for \$600...[REDACTED] is cc'd here...can you work with her on the best solution? Perhaps she is on a contract and due to get a new phone soon?

>

> Thanks, Lesley

Sincerely [REDACTED]

Sincerely [REDACTED]

Sincerely [REDACTED]