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**From:** [REDACTED]  
**Sent:** Wednesday, June 13, 2012 11:44 AM  
**To:** Faubourg-Cuir  
**Subject:** Re: Your order at Hermès! N° 15146/100C46/ER

Hello =urelie,  
I wanted to check on the status of this new strap? I =m in paris now until Monday and would love to come pick it up if it's =eady? thank you..  
[REDACTED]

On =an 4, 2012, at 12:39 PM, Faubourg-Cuir wrote:

Dear Madam,

Indeed, we can return it during =our visit in January. We already placed the order for a black =anvas/boxcalfskin strap.

Best regards  
<Mail Attachment.gif>

De : =nbsp; [REDACTED]  
A : =nbsp; Faubourg-Cuir/SELLIER/FR/[REDACTED]  
Date : =nbsp; 04/01/2012 =1:10  
Objet : =nbsp; Re: Your order at Hermès! N° [REDACTED]

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I will be in Paris on Jan. 12. I can return the =ncorrect strap in person then, or I can send it back to you this week. Which is better?

I would like to place an order for the all black =trap in black canvas and black box calfskin. Do I need to complete this in =erson?

Best,  
[REDACTED]

On Dec 14, 2011, at 11:53 AM, Faubourg-Cuir =rote:

Dear Madam,

Indeed, it seems that a mistake has been made in the order. We do not =roduce bi color strap, however, you should have it produced in full black =olor. We could propose you to place a new order for a full shoulder strap =nbsp;in black canvas and box calfskin. We will do our best to have it for the =pring/summer collection

We apologize for the inconvenience and get back you as soon as =ossible.

Best regards  
<Mail Attachment.gif>

De : [REDACTED] >  
A : Faubourg-Cuir/SELLIER/FR/[REDACTED]  
Date : 12/12/2011 16:12  
Objet : Re: Your order at Hermès! N° [REDACTED] =br>

Hello Aurelie,

I have received the strap, and unfortunately is was not exactly what I ordered. I had requested that the leather be in black, and the canvas =trap in graphite. Both the leather and strap are in graphite, thus is does =ot work with the black Kelly bag which I ordered it for. What needs to be done to remedy this? Should I send the strap back to you so the leather portion can be changed to black?

Thank you,

On Dec 12, 2011, at 10:05 AM, Faubourg-Cuir wrote:

Dear Madam,

We are pleased to inform you that the shoulder strap in "graphite" canvas and box calfskin, with gold palladium hardware, which you kindly ordered, is at your disposal in our store.

In the case of shipment, the total price would be the following:

In order to ship you this article, we thank you to proceed with the settlement:

- either, by bank transfer, in euros, to our BNP PARIBAS account (bank details attached). In this case, please return the bank transfer receipt.

· or, by the debit of =our AMERICAN EXPRESS or JCB credit card. In this case, please return the attached =uthorization form, once completed (with security code) and signed. =nbsp;Kindly call ahead to notify American Express of the pending charges. ( This =ayment is only in the case of shipment )=

With your settlement, please mention the following file reference

We would be grateful if you could give us instructions at your earliest convenience, as without reply from you by January 14th, 2012, we will have to put it back for sale in our store.

I also inform you that we do not accept orders placed by fax, phone or email.

In the meantime, we remain at your entire disposal,

Sincerely yours,

<Image.1323702332697.gif>

(See attached file: BANK DETAILS.doc)

<BANK DETAILS.doc><Authorization Form =5146.doc>-----

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