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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 Aurelie,  
I wanted to check on the status of this new strap? I am in Paris now until Monday and would love to come pick it up if it's ready? Thank you..  
[REDACTED]

On Jan 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 canvas/box calf skin strap.

Best regards  
<Mail Attachment.gif>

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

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I will be in Paris on Jan. 12. I can return the incorrect 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 strap in black canvas and black box calf skin. Do I need to complete this in person?

Best,  
[REDACTED]

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

Dear Madam,

Indeed, it seems that a mistake has been made in the order. We do not produce bi color strap, however, you should have it produced in full black color. We could propose you to place a new order for a full shoulder strap in black canvas and box calf skin. We will do our best to have it for the spring/summer collection

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

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 it was not exactly what I ordered. I had requested that the leather be in black, and the canvas strap in graphite. Both the leather and strap are in graphite, thus it does not 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:

- 1 shoulder strap : 280 € (VAT included)

. less 10% export discount =	252 €
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plus shipping and insurance charges = ..... 48 €

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=nbsp; TOTAL ..... =nbsp; 300 €

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 authorization form, once completed (with security code) and signed. Kindly call ahead to notify American Express of the pending charges. ( This payment 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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