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**From:** Apple Store <[REDACTED]>  
**Sent:** Sunday, September 23, 2012 3:20 AM  
**To:** [REDACTED]  
**Subject:** One of your items has shipped.

<<http://email.images.apple.com/~bx/om/us/bopis/applestore022210.gif>> Shipment Notification  
<<http://email.images.apple.com/~bx/om/us/bopis/top.gif>>  
Order Number: W432934815 <<http://store.apple.com/vie=order/W432934815/10065-6216/AOS-AM-110137-N2496-A10000078573>>

Items in Your Shipment  
Part Number: MD645LL/A

=09

•  
Phone number: [REDACTED]

=09

=td width="100"> =09

Ship to

=/td> =td width="170" align="left"> =09

[REDACTED]

(111)111-1111 =09

=/td> =09

=td width="115" style="padding-bottom:3px;"> =09 Carrier Name =/td> =td width="150" style="padding-bottom:3px;"> =09 UPS =/td> =09 =td width="115" style="padding-bottom:3px;"> =09 Tracking Number =/td> =td width="150" style="padding-bottom:3px;"> =09

1ZV5F1016604853527 <<http://store.apple.com/tr=ckshipment/W432934815/1ZV5F1016604853527>>

=/td> =09 =09

=td width="115" style="padding-bottom:3px;"> =09 Delivers =/td> =td width="150" style="padding-bottom:3px;"> =09

Sep 27, 2012 =/td> =09 =09

=09 <<http://store.apple.com/vieworder/W432934815/10065-6216/AOS-AM-110137-N2496-A10000078572>>

Signature required for delivery =09 =09

<<http://store.apple.com/trackshipment/W432934815/1ZV5=1016604853527>> =/td> =09

<[http://email=images.apple.com/cbx/om/us/bopis/inner\\_btm.jpg](http://email=images.apple.com/cbx/om/us/bopis/inner_btm.jpg)>

<<http://email.images.apple.com/cbx/om/us/bopis/btm.g=f>>

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## iPhone Activation

To activate your iPhone, turn it on by pressing and holding the On/Off button for a few seconds. Then follow the onscreen instructions to set it up.

For questions about rate plans, please contact your carrier. For questions about your iPhone order or hardware, visit Apple Store Online Help <<http://store.apple.com/us/help/>>.

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## Additional Activation Information

When you upgrade from your old phone, some of the content from your previous phone, such as voicemails and contacts, may not be accessible anymore from your new phone. Please make sure you have listened to all of your voicemails and backed up your contact information before using your new iPhone.

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## Recycling?

You can recycle your old cell phone for free with the Apple Recycling Program <<http://store.apple.com/us/browse/recycling/?cid=CDM-US-OM-SN-0001000>>.

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<<http://email.images.apple.com/bx/om/us/bopis/btm.gif>>

## Frequently Asked Questions

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### Do I need to be home to receive my order?

Most of our shipments have valuable items, so our carriers need a signature when they deliver. DHL Global Mail and United States Postal Service, however, don't require a signature. If our carriers can't deliver after three attempts, they'll need to return the package to Apple.

For more information about Apple's delivery options, visit online Help <<http://store.apple.com/us/help/>>.

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### How do I change or track my order?

Visit online Order Status <<http://store.apple.com/vieworder/W432=34815/10065-6216/AOS-AM-110137-N2496-A10000078572>> for the latest order and shipment details. To review more information about shipping, changing your order, or returns, please visit online Help <<http://store.apple.com/us/help/>>.

You can also reach our Customer Service team at 1-800-MY-APPLE Monday through Friday from 5:00 a.m. to 8:00 p.m., or Saturday and Sunday from 7:00 a.m. to 4:00 p.m. Pacific time. Please have your order number available.

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<<http://email.images.apple.com/cbx/om/us/bopis/btm.gif>>

## Shop the Apple Store

<[http://store.apple.com/us/browse/home/shop\\_ipod/family/ipod\\_nano?cid=CDM-US-OM-SN-0001000-s2-ipodnano\\_091912](http://store.apple.com/us/browse/home/shop_ipod/family/ipod_nano?cid=CDM-US-OM-SN-0001000-s2-ipodnano_091912)> <[http://store.apple.com/us/product/MC414LL/A/airport-expess-base-station?cid=CDM-US-OM-SN-0001000-s3-airport\\_express\\_091912](http://store.apple.com/us/product/MC414LL/A/airport-expess-base-station?cid=CDM-US-OM-SN-0001000-s3-airport_express_091912)>

### Shop iPhone

iPhone Accessories <[http://store.apple.com/us/browse/home/shop\\_iphone/iphone\\_accessories?cid=CDM-US-OM-SN-0001000](http://store.apple.com/us/browse/home/shop_iphone/iphone_accessories?cid=CDM-US-OM-SN-0001000)>

Gift Cards <<http://store.apple.com/us/browse/home/giftcards?cid=CDM-US-OM-SN-0001000>>

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<<http://www.apple.com/legal/terms/site.html?cid={CDM-US-OM-SN-0001000}>>

<[http://metrics.apple.com/ss/appleuscdmclickmap/1/H.4-pdv-2/SN?\[AQB\]&pageName=OM-US-SN&r=D%3DRe=erer&v1=D%3DUser-Agent&v9=D%3DpageName&\[AQE\]](http://metrics.apple.com/ss/appleuscdmclickmap/1/H.4-pdv-2/SN?[AQB]&pageName=OM-US-SN&r=D%3DRe=erer&v1=D%3DUser-Agent&v9=D%3DpageName&[AQE])>