
From: [REDACTED]
Sent: Tuesday, July 11, 2017 4:18 PM
To: Jeffrey Epstein
Subject: FYI-the 23 and ME kits sent to Sultan had to be invalidated

Just an FYI- 23and Me had to =nvalidate all the kits we sent to Sultan in Dubai as they do not offer =heir services outside the US...Sultan is aware....we have =een credited back our money (Sultan never did wire the money so we do =ot need to wire him anything back)

Hello [REDACTED]

The 23andMe Personal Genome Service =hat may be purchased through our US online store is only available for =purchase in the United States and must be used in, and returned for =nalysis from within, the United States in order for us to comply with =applicable laws. I apologize if this was unclear to you at the time of =our purchase.

This is specifically =ddressed in the 23andMe Terms of Service, which customers must agree to =n placing an order. Section 10 states:

"You may not use the Services outside of the country =o which your sample collection kit was shipped from 23andMe." You can =ind the full text of our Terms of Service here: <https://www.23andme.com/about/tos/>

At this time, I am required to invalidate all sample kits in =our recent order as we cannot provide the US version of the Personal =enome Service outside of the United States. I have processed a full =efund for your kits to the purchasing payment method. You should see =his refund reflected on your statement within 7-10 business days.

We do not currently offer our services in the =nited Arab Emirates, and cannot support the use of our service in your =egion at this time. I apologize for any inconvenience and appreciate =our understanding that these policies are in place to ensure we are =omplying with applicable laws.

Regards,

Taylor
The =3andMe Team

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