

From: Lesley Groff [REDACTED]
To: Bella Klein [REDACTED]
Cc: Rich Kahn [REDACTED]
Subject: Re: 23andme
Date: Wed, 05 Jul 2017 23:14:47 +0000

below from the 23 and ME customer care rep...we were for sure credited for the kits. did you ever receive the wire from Sultan? If so , we will need to return to him the money...please let me know...

Hello Lesley,

The 23andMe Personal Genome Service that 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 analysis 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 your purchase.

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

"You may not use the Services outside of the country to which your sample collection kit was shipped from 23andMe." You can find 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 your recent order as we cannot provide the US version of the Personal Genome Service outside of the United States. I have processed a full refund for your kits to the purchasing payment method. You should see this refund reflected on your statement within 7-10 business days.

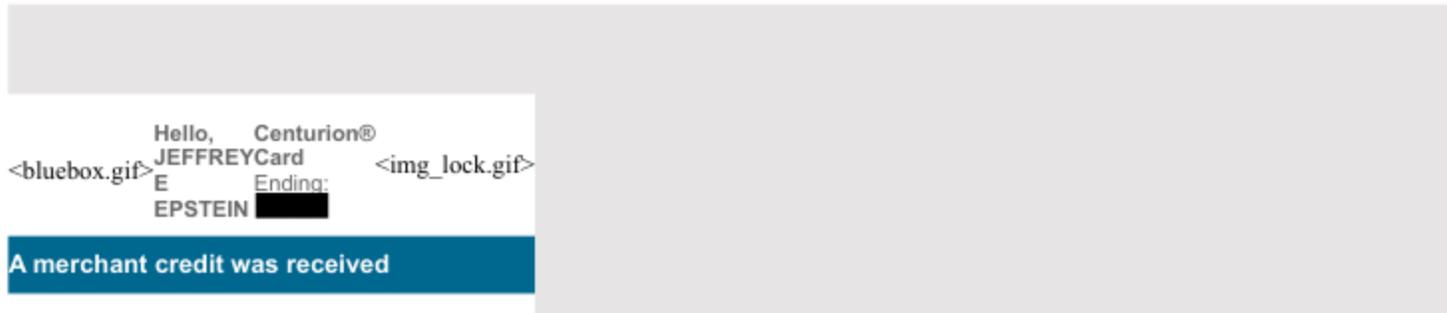
We do not currently offer our services in the United Arab Emirates, and cannot support the use of our service in your region at this time. I apologize for any inconvenience and appreciate your understanding that these policies are in place to ensure we are complying with applicable laws.

Regards,

Taylor
The 23andMe Team

On Jul 2, 2017, at 9:13 AM, Bella Klein [REDACTED] wrote:

Purchase was made by Lesley for Sultain as per JE request on June 8th. I emailed wire instructions to pay back JE as was requested, but he probably returned it?...Les, do you have more info? Email from Lesley is attached



Jun 28, 2017	23ANDME INC	-\$6084.95
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Are you expecting a credit you don't see listed here?
Returns and credits can take up to 10 business days from the merchant's acceptance to post and reflect in your balance.

<btn_cap_VERYGOOD_006890_left.png>

View
Account
Details
Online

<btn_cap_VERYGOOD_006890_right.png>

For your most up to date
<LaptopX2.png> account information visit us at
AmericanExpress.com

Was this email helpful?
<YesButton.jpg> <NoButton.jpg>

To stop this alert, simply [click here](#).

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Your Card Member information is included above to help you recognize this as a customer service e-mail from American Express. To learn more about e-mail security or report a suspicious e-mail, please visit us at americanexpress.com/phishing. We kindly ask you not to reply to this e-mail but instead contact us via [Customer Care](#).

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ALEENALEMCH0107<Tracking.gif>

Thank you,
Bella



Begin forwarded message:

From: Lesley Groff <[REDACTED]>
Subject: Re: Wiring instructions
Date: June 13, 2017 at 1:08:51 PM EDT
To: Sultan Bin Sulayem <[REDACTED]>
Cc: Bella Klein <[REDACTED]>

Fantastic! So happy they have made it to you safe and sound! Bella in our accounting department will send you his wiring instructions. Take care, Lesley

Sent from my iPhone

On Jun 13, 2017, at 1:00 PM, Sultan Bin Sulayem <[REDACTED]> wrote:

Dear Leslie
I have just received the test kits
Thank you so much
Please e mail me Jeffery wiring instructions so I can send the money

Sent from my iPhone