

**From:** BS MYeShop <[REDACTED]>  
**To:** Karyna Shuliak <[REDACTED]>  
**Subject:** Re: shoes order for US  
**Date:** Thu, 03 Dec 2015 15:11:13 +0000

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Dear Karyna,

The french format of a cellphone number is +(countrycode)[REDACTED] You have to enter a french cellphone number and it will work.

Best regards,

Mellow Yellow Team

2015-11-30 19:04 GMT+01:00 Karyna Shuliak <[REDACTED]>:

Unfortunately nothing works. I tried cell phone, tried entering different ways, with and without the area codes, nothing works.. May be you could give me an example what format could work please?  
Thank you.

On Nov 30, 2015, at 11:06 AM, BS MYeShop <[REDACTED]> wrote:

Dear Karyna,

The phone number asked is a mobile phone one, you entered a fix-lined one. You have to try with a cellphone number, we hope it will work this time.

Best regards,

Mellow Yellow Team

2015-11-30 16:49 GMT+01:00 Karyna Shuliak <[REDACTED]>:

Thank you. I am trying to order online to deliver to my friend's address in Paris, but the order wouldn't go through, because every time the contact phone number appears to be in a wrong format. I tried to enter it in many ways, but it does not let me place the order. Please advice. You can call me at +1 [REDACTED]

I attached a photo on the bottom:

<Screen Shot 2015-11-30 at 10.48.02 AM.png>

Thank you,  
Karyna.

On Nov 30, 2015, at 4:27 AM, BS MYeShop <[REDACTED]> wrote:

Dear Karyna,

Thank you for your interest in Mellow Yellow. Unfortunately we don't ship to the US, only to France, Belgium, Andora and Monaco.

Best regards,

Mellow Yellow Team

2015-11-30 7:59 GMT+01:00 [REDACTED] <[REDACTED]>:

Bonjour,

I would like to order a few pairs of shoes for delivery to the US. Can you help please?

Thank you very much,

Karyna.