

**From:** BS MYeShop <[REDACTED]>  
**To:** Karyna Shuliak <[REDACTED]>  
**Subject:** Re: shoes order for US  
**Date:** Fri, 04 Dec 2015 09:37:49 +0000

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Dear Karyna,

We can't order a product for you, the only way to order a product on our website is to pay with your credit card but we can't accept a bank transfer or order it for you.  
The only solution we have for your is to ask your friend in Paris to go in one of our shop and buy the product for you.

We hope you will understand,

Best regards,

Mellow Yellow Team.

2015-12-04 5:55 GMT+01:00 Karyna Shuliak <[REDACTED]>:

I tried both of the formats you gave me, still does not work..Could you please order it for me if I give you the details?

Thanks,  
Karyna.

On Dec 3, 2015, at 10:11 AM, BS MYeShop <[REDACTED]> wrote:

Dear [REDACTED],

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 [REDACTED],

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 Karyna Shuliak <[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.