

**Halden Ceramics**

88 Kiln Row, Portland, OR

## Response to PayPal case PP-R-DCJ-10190321

Not received · \$104.00 disputed · store order HC-85215 · 5 Oct 2026

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We shipped store order HC-85215 to Maya Lindqvist at 1418 Larkin Street, Apt 5, San Francisco, CA 94109. [B]

USPS tracking number 9405511206213859470035 used Ground Advantage with signature confirmation. [D]

USPS recorded delivery on 27 Sep 2026, 13:00 in San Francisco, CA 94109. [E]

The parcel was signed for by M LINDQVIST at the front desk. [E]

When the buyer contacted us, we directed her to check the building's front desk. [F]

**Exhibits**

- A The buyer's claim: not received
- B The order
- C The payment
- D Tracking on file with PayPal
- E USPS scan history
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- G Listing: Pour-over set, dripper and carafe
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Ines Halden, Halden Ceramics · studio@halden-ceramics.example

The buyer's claim: not received

PayPal Disputes API · GET /v1/customer/disputes/PP-R-DCJ-10190321

|                   |                        |
|-------------------|------------------------|
| Case              | PP-R-DCJ-10190321      |
| Reason            | Not received           |
| Amount disputed   | \$104.00               |
| Stage             | Claim                  |
| Channel           | Card issuer chargeback |
| Payment           | 4KK02998X2137484V      |
| Seller Protection | Not eligible           |

Cardholder says the merchandise was not received.

## Exhibit B

### The order

PayPal Orders v2 · GET /v2/checkout/orders/9SE332241H5186837

|             |                                                                    |
|-------------|--------------------------------------------------------------------|
| Order       | 9SE332241H5186837                                                  |
| Store order | HC-85215                                                           |
| Total       | \$104.00                                                           |
| Ship to     | Maya Lindqvist, 1418 Larkin Street, Apt 5, San Francisco, CA 94109 |
| Paid with   | VISA ending 1881 in the name of Maya Lindqvist                     |
| Ordered     | 23 Sep 2026, 00:09                                                 |

1 x Pour-over set, dripper and carafe, \$96.00

Note: Sandbox payment made on 5 Oct 2026 to re-create store order HC-85215. The order date comes from the store's records.

The payment

PayPal Payments v2 · GET /v2/payments/captures/4KK02998X2137484V

|               |                                 |
|---------------|---------------------------------|
| Payment       | 4KK02998X2137484V               |
| Status        | PENDING                         |
| Gross         | \$104.00                        |
| Address check | A: Street matches, ZIP does not |
| Security code | M: Security code matched        |

## Tracking on file with PayPal

PayPal Orders v2 · trackers on order 9SE332241H5186837

|                 |                                          |
|-----------------|------------------------------------------|
| Tracking number | 9405511206213859470035                   |
| Status          | Shipped                                  |
| Carrier         | USPS                                     |
| Service         | Ground Advantage, signature confirmation |

Note: Tracker added in the sandbox when the case was opened.

USPS scan history

USPS tracking · 9405511206213859470035

| Latest             | Delivered, signed                                                                   |
|--------------------|-------------------------------------------------------------------------------------|
| 24 Sep 2026, 16:00 | Label created, Portland, OR 97214                                                   |
| 24 Sep 2026, 18:00 | Accepted, Portland, OR 97214                                                        |
| 25 Sep 2026, 23:00 | In transit, Sacramento, CA network distribution center                              |
| 27 Sep 2026, 07:00 | Out for delivery, San Francisco, CA 94109                                           |
| 27 Sep 2026, 13:00 | Delivered, signed, San Francisco, CA 94109. Signed for by M LINDQVIST at front desk |

Note: Carrier scans are simulated: sandbox tracking numbers aren't real parcels.

## Emails with the buyer

Store inbox · studio@halden-ceramics.example

Messages

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2 Oct 2026, 10:00, Maya Lindqvist: Hi, my order still hasn't come. Can you check?

2 Oct 2026, 15:00, Ines Halden: Hi Maya, USPS shows it delivered last week and signed for at your building's front desk. Could you ask there? Happy to help if it hasn't turned up.

## Listing: Pour-over set, dripper and carafe

Store listing · [halden-ceramics.example/products/hc-set-pour](https://halden-ceramics.example/products/hc-set-pour)

Price \$96.00

Photos 7

Hand-thrown ceramic dripper (fits #2 filters) with a 600 ml carafe in oat glaze. Ships in a double box.

## Store policy shown at checkout

Store policy · [halden-ceramics.example/policies](https://halden-ceramics.example/policies)

Shipping: Orders over \$40 ship USPS Ground Advantage with tracking, and signature confirmation over \$100. Orders under \$40 ship First-Class without tracking unless the buyer adds it.

This customer's history

Store order book

|                |                                            |
|----------------|--------------------------------------------|
| Customer       | Maya Lindqvist, maya.lindqvist@example.com |
| Earlier orders | 1                                          |

#1019, 140 days ago: Slate speckle mug, 12 oz, \$46.00. Delivered, no issues.