Halden Ceramics
88 Kiln Row, Portland, OR

Response to PayPal case PP-R-DNN-10195228

Not received · $27.00 disputed · store order HC-212721 · 29 Oct 2026

We will refund the $27.00 charge in full because we cannot prove delivery. [A]

Our notes show the order shipped First-Class without tracking. [H]

The buyer reported that the vase had not arrived and asked for a refund if it was lost. [D]

We did not answer the buyer's two emails before the chargeback. [H]

Exhibits

A The buyer's claim: not received
B The order
C The payment
D Emails with the buyer
E Listing: Tall bud vase
F Store policy shown at checkout
G This customer's history
H Seller's notes

Ines Halden, Halden Ceramics · studio@halden-ceramics.example

Exhibit A

The buyer's claim: not received

PayPal Disputes API · GET /v1/customer/disputes/PP-R-DNN-10195228

Case	PP-R-DNN-10195228
Reason	Not received
Amount disputed	$27.00
Stage	Chargeback
Channel	Card issuer chargeback
Opened	29 Oct 2026
Payment	0XY560575E329111J
Seller Protection	Not eligible

Cardholder says the merchandise was not received.

Exhibit B

The order

PayPal Orders v2 · GET /v2/checkout/orders/5XY93013D1601850J

Order	5XY93013D1601850J
Store order	HC-212721
Total	$27.00
Ship to	Marisol Reyes, 1508 West Magnolia Avenue, Fort Worth, TX 76104
Paid with	MASTERCARD ending 0011 in the name of Marisol Reyes
Ordered	5 Oct 2026, 17:47

1 x Tall bud vase, $22.00

Note: Sandbox payment made on 29 Oct 2026 to re-create store order HC-212721. The order date comes from the store's records.

Exhibit C

The payment

PayPal Payments v2 · GET /v2/payments/captures/0XY560575E329111J

Payment	0XY560575E329111J
Status	Completed, then held by PayPal while this case is open
Gross	$27.00
Address check	Y: Street and ZIP match
Security code	M: Security code matched

Exhibit D

Emails with the buyer

Store inbox · studio@halden-ceramics.example

Messages 2

24 Oct 2026, 09:00, Marisol Reyes: Still no vase after almost three weeks. Was it sent?

26 Oct 2026, 12:00, Marisol Reyes: Following up again. I'd like a refund if it's lost.

Exhibit E

Listing: Tall bud vase

Store listing · halden-ceramics.example/products/hc-vase-tall

Price	$22.00
Photos	4

11 in bud vase in matte bone glaze. Watertight. Small and light, ships First-Class.

Exhibit F

Store policy shown at checkout

Store policy · 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.

Exhibit G

This customer's history

Store order book

Customer	Marisol Reyes, marisol.reyes@example.com
Earlier orders	0

First order from this customer.

Exhibit H

Seller's notes

Store order notes

Shipped First-Class without tracking (under the $40 tracking threshold).

The buyer's two emails were not answered.