Halden Ceramics
88 Kiln Row, Portland, OR

Response to PayPal case PP-R-HWG-10195220

Not as described · $136.00 disputed · store order HC-160673 · 29 Oct 2026

The buyer did not return the bowls because of the expected return-shipping cost. [F]

We offered a return within 30 days for a refund. [F]

Our listing disclosed that the tide-blue glaze can shift from deep blue to green where it pools. [G]

Our checkout policy states that the buyer pays return shipping unless the piece arrived damaged. [H]

Exhibits

A The buyer's claim: not as described
B The order
C The payment
D Tracking on file with PayPal
E USPS scan history
F Emails with the buyer
G Listing: Nesting bowls, set of three
H Store policy shown at checkout
I This customer's history
J Seller's notes

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

Exhibit A

The buyer's claim: not as described

PayPal Disputes API · GET /v1/customer/disputes/PP-R-HWG-10195220

Case	PP-R-HWG-10195220
Reason	Not as described
Amount disputed	$136.00
Stage	Chargeback
Channel	Card issuer chargeback
Opened	29 Oct 2026
Respond by	8 Nov 2026
Payment	2UD08179MR666303J
Seller Protection	Not eligible

Cardholder says the merchandise was not as described.

Exhibit B

The order

PayPal Orders v2 · GET /v2/checkout/orders/68F92139GY6775539

Order	68F92139GY6775539
Store order	HC-160673
Total	$136.00
Ship to	Marcus Bell, 1931 Green Street, Philadelphia, PA 19130
Paid with	VISA ending 1881 in the name of Marcus Bell
Ordered	14 Oct 2026, 16:21

1 x Nesting bowls, set of three, $124.00

Note: Sandbox payment made on 29 Oct 2026 to re-create store order HC-160673. The order date comes from the store's records.

Exhibit C

The payment

PayPal Payments v2 · GET /v2/payments/captures/2UD08179MR666303J

Payment	2UD08179MR666303J
Status	Completed, then held by PayPal while this case is open
Gross	$136.00
Address check	A: Street matches, ZIP does not
Security code	M: Security code matched

Exhibit D

Tracking on file with PayPal

PayPal Orders v2 · trackers on order 68F92139GY6775539

Tracking number	940551120621386794797 7
Status	Shipped
Carrier	USPS
Service	Ground Advantage

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

Exhibit E

USPS scan history

USPS tracking · 940551120621386794797 7

Latest Delivered

15 Oct 2026, 15:00 Accepted, Portland, OR 97214

17 Oct 2026, 04:00 In transit, Chicago, IL network distribution center

19 Oct 2026, 12:00 Delivered, Philadelphia, PA 19130. Left at front door

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

Exhibit F

Emails with the buyer

Store inbox · studio@halden-ceramics.example

Messages 3

20 Oct 2026, 19:00, Marcus Bell: The bowls arrived safely but they're much greener than the photos. I bought them to match my blue dishes. Not what I expected.

21 Oct 2026, 11:00, Ines Halden: Sorry they're not the blue you hoped for, Marcus. Tide-blue does pool green where it's thick, as the listing says. You're welcome to return them within 30 days for a refund.

22 Oct 2026, 08:00, Marcus Bell: Return shipping for three bowls would be about $30. That doesn't seem fair.

Exhibit G

Listing: Nesting bowls, set of three

Store listing · halden-ceramics.example/products/hc-bowl-nest

Price	$124.00
Photos	6

Three nesting serving bowls (6, 8 and 10 in) in tide-blue glaze. Each set is unique; colour shifts from deep blue to green where the glaze pools.

Exhibit H

Store policy shown at checkout

Store policy · halden-ceramics.example/policies

Returns: Returns accepted within 30 days of delivery for unused pieces in original packaging. The buyer pays return shipping unless the piece arrived damaged.

Handmade variation: Every piece is thrown and glazed by hand. Glaze colour and speckling vary from kiln to kiln, and listing photos show a representative piece, not the exact one you receive.

Exhibit I

This customer's history

Store order book

Customer	Marcus Bell, marcus.bell@example.com
Earlier orders	0

First order from this customer.

Exhibit J

Seller's notes

Store order notes

Listing text says colour shifts from deep blue to green where the glaze pools.

No breakage reported.