

Halden Ceramics

88 Kiln Row, Portland, OR

Response to PayPal case PP-R-RGZ-10190305

Not as described · \$136.00 disputed · store order HC-80966 · 4 Oct 2026

We sold one nesting-bowl set described in the listing as having tide-blue glaze that shifts from deep blue to green where it pools. [B, G]

Our checkout policy also states that handmade glaze colour varies and listing photos show a representative piece. [H]

The buyer confirmed the bowls arrived safely and complained that they were greener than the photos. [F]

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

Our policy requires the buyer to pay return shipping unless the piece arrived damaged, and no breakage was reported. [H, J]

Exhibits

- A The buyer's claim: not as described
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- J Seller's notes

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

The buyer's claim: not as described

PayPal Disputes API · GET /v1/customer/disputes/PP-R-RGZ-10190305

Case	PP-R-RGZ-10190305
Reason	Not as described
Amount disputed	\$136.00
Stage	Claim
Channel	Card issuer chargeback
Respond by	15 Oct 2026
Payment	7PP173407W535130M
Seller Protection	Not eligible

Cardholder says the merchandise was not as described.

Exhibit B

The order

PayPal Orders v2 · GET /v2/checkout/orders/52K09368NX633183V

Order	52K09368NX633183V
Store order	HC-80966
Total	\$136.00
Ship to	Priya Raman, 77 Prospect Place, Brooklyn, NY 11217
Paid with	VISA ending 1881 in the name of Priya Raman
Ordered	19 Sep 2026, 22:58

1 x Nesting bowls, set of three, \$124.00

Note: Sandbox payment made on 4 Oct 2026 to re-create store order HC-80966. The order date comes from the store's records.

The payment

PayPal Payments v2 · GET /v2/payments/captures/7PP173407W535130M

Payment	7PP173407W535130M
Status	PENDING
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 52K09368NX633183V

Tracking number	9405511206213859470042
Status	Shipped
Carrier	USPS
Service	Ground Advantage

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

USPS scan history

USPS tracking · 9405511206213859470042

Latest	Delivered
21 Sep 2026, 15:00 Accepted, Portland, OR 97214	
23 Sep 2026, 04:00 In transit, Chicago, IL network distribution center	
25 Sep 2026, 12:00 Delivered, Brooklyn, NY 11217. Left at front door	

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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26 Sep 2026, 19:00, Priya Raman: The bowls arrived safely but they're much greener than the photos. I bought them to match my blue dishes. Not what I expected.

27 Sep 2026, 11:00, Ines Halden: Sorry they're not the blue you hoped for. 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.

28 Sep 2026, 08:00, Priya Raman: Return shipping for three bowls would be about \$30. That doesn't seem fair.

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.

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.

This customer's history

Store order book

Customer	Priya Raman, priya.raman@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.