

Halden Ceramics

88 Kiln Row, Portland, OR

Response to PayPal case PP-R-SFY-10190306

Unauthorised · \$180.00 disputed · store order HC-80976 · 4 Oct 2026

We accept the card issuer chargeback and will refund the \$180.00 transaction in full. [A]

This was the customer's first order, and it shipped to a parcel-forwarding warehouse different from the Ohio billing address. [B, C, H, I]

Although the address and security code checks matched, we do not have strong proof that the cardholder participated. [C, H, I]

PayPal marks this transaction as not eligible for Seller Protection. [A]

Exhibits

- A The buyer's claim: unauthorised
- B The order
- C The payment
- D Tracking on file with PayPal
- E USPS scan history
- F Listing: Dinner plates, set of four
- G Store policy shown at checkout
- H This customer's history
- I Seller's notes

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

The buyer's claim: unauthorised

PayPal Disputes API · GET /v1/customer/disputes/PP-R-SFY-10190306

Case	PP-R-SFY-10190306
Reason	Unauthorised
Amount disputed	\$180.00
Stage	Claim
Channel	Card issuer chargeback
Respond by	15 Oct 2026
Payment	2TC055119H419511D
Seller Protection	Not eligible

Cardholder says they did not authorise this transaction.

The order

PayPal Orders v2 · GET /v2/checkout/orders/3VE05786RT604922R

Order	3VE05786RT604922R
Store order	HC-80976
Total	\$180.00
Ship to	Daniel Brooks, 4410 NW 79th Avenue, Suite 1A-88213, Doral, FL 33166
Paid with	MASTERCARD ending 0011 in the name of Daniel Brooks
Ordered	25 Sep 2026, 22:59

1 x Dinner plates, set of four, \$168.00

Note: Sandbox payment made on 4 Oct 2026 to re-create store order HC-80976. The order date comes from the store's records.

The payment

PayPal Payments v2 · GET /v2/payments/captures/2TC055119H419511D

Payment	2TC055119H419511D
Status	PENDING
Gross	\$180.00
Address check	Y: Street and ZIP match
Security code	M: Security code matched
Billing address	39 Maple Ridge Road, Columbus, OH 43215

Tracking on file with PayPal

PayPal Orders v2 · trackers on order 3VE05786RT604922R

Tracking number	9405511206213859470059
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 · 9405511206213859470059

Latest

Delivered, signed

26 Sep 2026, 22:00 Label created, Portland, OR 97214

27 Sep 2026, 17:00 Accepted, Portland, OR 97214

1 Oct 2026, 10:00 Delivered, signed, Doral, FL 33166. Signed for by RECEIVING DESK

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

Listing: Dinner plates, set of four

Store listing · [halden-ceramics.example/products/hc-plate-din](#)

Price	\$168.00
Photos	6

Four 10.5 in dinner plates in slate speckle. Dishwasher safe. Ships with signature confirmation.

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.

This customer's history

Store order book

Customer	Daniel Brooks, dbrooks.orders@example.com
Earlier orders	0

First order from this customer.

Exhibit I

Seller's notes

Store order notes

First order from this customer. Placed at 02:14 local time.

Shipping address is a parcel-forwarding warehouse; billing address is in Ohio.