Halden Ceramics
88 Kiln Row, Portland, OR

Response to PayPal case PP-R-YAC-10195241

Not received · $104.00 disputed · store order HC-294182 · 29 Oct 2026

USPS shows the parcel was delivered and signed for on 22 Oct 2026 in Palo Alto, CA 94301 by S MARCHETTI at the front desk. [I]

Our order required shipment to Sofia Marchetti at 845 Alma Street, Unit 12, Palo Alto, CA 94301. [B]

The chargeback opened on 29 Oct 2026, after the recorded delivery. [A]

PayPal has USPS tracking number 940551120621381006774 1 on file for payment 4RP86153KY1723410. [H]

We ask that the chargeback be denied based on the carrier's signed proof of delivery. [I]

Exhibits

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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-YAC-10195241

Case	PP-R-YAC-10195241
Reason	Not received
Amount disputed	$104.00
Stage	Chargeback
Channel	Card issuer chargeback
Opened	29 Oct 2026
Respond by	8 Nov 2026
Payment	4RP86153KY1723410
Seller Protection	Not eligible

Cardholder says the merchandise was not received.

Exhibit B

The order

PayPal Orders v2 · GET /v2/checkout/orders/7VH55234X32006525

Order	7VH55234X32006525
Store order	HC-294182
Total	$104.00
Ship to	Sofia Marchetti, 845 Alma Street, Unit 12, Palo Alto, CA 94301
Paid with	VISA ending 1881 in the name of Sofia Marchetti
Ordered	17 Oct 2026, 20:03

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

Note: Sandbox payment made on 29 Oct 2026 to re-create store order HC-294182. The order date comes from the store's records.

Exhibit C

The payment

PayPal Payments v2 · GET /v2/payments/captures/4RP86153KY1723410

Payment	4RP86153KY1723410
Status	Completed, then held by PayPal while this case is open
Gross	$104.00
Address check	A: Street matches, ZIP does not
Security code	M: Security code matched

Exhibit D

Intent mandate, signed by the cardholder

Buyer's agent platform · intent intent_3dbee895b950

Mandate	intent_3dbee895b950
Cardholder	Sofia Marchetti
Allowed	pour-over set
Limit	$120.00
Ship to	845 Alma Street, Unit 12, Palo Alto, CA 94301
Issued	17 Oct 2026, 19:38
Expires	19 Oct 2026, 19:38
Signed with key	wallet-07ae79c97d03
Signature	Valid (Ed25519)

Request: "Find me a pour-over coffee set, ceramic, handmade if possible, under $120 delivered to my home."

Exhibit E

Cart mandate, signed by the shopping agent

Buyer's agent platform · cart cart_29bfbaa55bdc

Mandate	cart_29bfbaa55bdc
Answers intent	intent_3dbee895b950
Agent	Personal shopping agent
Total	$104.00
Ship to	845 Alma Street, Unit 12, Palo Alto, CA 94301
Signed	17 Oct 2026, 20:01
Signed with key	agent-b56253324aac
Signature	Valid (Ed25519)
SHA-256	6218059adac37a9d747467bc128e5584e0e8bfaeb434af8d1dd1b29a193f5b95

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

Shipping $8.00

Exhibit F

Mandate check by Exhibit

Exhibit · signatures verified against the published keys, and the cart compared with the intent and the PayPal order, by code

Passed	8 of 8
Responsible	Cardholder

Pass: Cardholder's signature on the intent. Valid Ed25519 signature by published key wallet-07ae79c97d03 (07ae:79c9:7d03:30e3).

Pass: Agent's signature on the cart. Valid Ed25519 signature by published key agent-b56253324aac (b562:5332:4aac:ff6d).

Pass: Cart answers this intent. Cart cart_29bfbaa55bdc names intent intent_3dbee895b950.

Pass: Total within the intent's limit. $104.00 against a limit of $120.00.

Pass: Items match what the cardholder allowed. Allowed: pour-over set. Cart: 1 x Pour-over set, dripper and carafe.

Pass: Ship-to matches the intent. 845 Alma Street, Unit 12, Palo Alto, CA 94301.

Pass: Bought while the intent was valid. Cart signed inside the intent's window.

Pass: PayPal order matches the signed cart. order 7VH55234X32006525 carries ap2:6218059adac3, the SHA-256 of this signed cart; total $104.00; same items; same ship-to.

Responsible: Cardholder. The cardholder's signed intent covers this exact cart and the PayPal order matches it: the cardholder authorised the purchase through their agent.

Exhibit G

What the buyer's agent did

Buyer's agent platform · Personal shopping agent, GPT-5.6 on Azure OpenAI

Tool calls	7
Agent	GPT-5.6 on Azure OpenAI with tools

1. search_catalog("handmade ceramic pour-over coffee set"), because: Find ceramic pour-over sets, preferably handmade, within the delivered budget. Result: 3 matches at Halden Ceramics: HC-SET-POUR: Pour-over set, dripper and carafe, $96.00, shipping $8.00; HC-BOWL-NEST: Nesting bowls, set of three, $124.00, shipping $12.00; HC-PLATE-DIN: Dinner plates, set of four, $168.00, shipping $12.00

2. view_product("HC-SET-POUR"), because: Verify the set is ceramic and preferably handmade before adding it to the cart. Result: HC-SET-POUR: Pour-over set, dripper and carafe. Price $96.00, shipping $8.00. In the box: dripper, carafe.

3. add_to_cart("HC-SET-POUR", 1), because: Add the matching handmade ceramic pour-over set, totaling $104 delivered, to the cart. Result: Cart: 1 x HC-SET-POUR. Total with shipping $104.00.

4. check_intent(), because: Verify the selected handmade ceramic pour-over set, delivered total, address, and mandate validity before signing. Result: The cart fits the signed intent. Total $104.00.

5. sign_cart(), because: The cart has passed all mandate checks and must be signed before payment. Result: Signed cart cart_29bfbaa55bdc: 1 x Pour-over set, dripper and carafe, total $104.00, with key agent-b56253324aac. Digest 6218059adac37a9d

6. pay(), because: The cart is signed, matches the valid mandate, and totals $104 delivered. Result: PayPal order 7VH55234X32006525: COMPLETED. Paid $104.00 with the cardholder's card.

7. finish(), because: Payment completed successfully, so I'm concluding the shopping task. Result: Done.

Told the cardholder: "Purchased the handmade ceramic pour-over set for $104 delivered to your home. PayPal order 7VH55234X32006525 is complete."

Note: A live run of the buyer's agent when the case was opened; the payment it made is real in the sandbox.

Exhibit H

Tracking on file with PayPal

PayPal shipping trackers · get_shipment_tracking (PayPal Agent Toolkit) for payment 4RP86153KY1723410

Tracking number	940551120621381006774 1
Status	Shipped
Carrier	USPS
Service	Ground Advantage, signature confirmation

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

Exhibit I

USPS scan history

USPS tracking · 940551120621381006741

Latest	Delivered, signed

19 Oct 2026, 16:00 Label created, Portland, OR 97214

19 Oct 2026, 18:00 Accepted, Portland, OR 97214

20 Oct 2026, 23:00 In transit, Sacramento, CA network distribution center

22 Oct 2026, 07:00 Out for delivery, Palo Alto, CA 94301

22 Oct 2026, 13:00 Delivered, signed, Palo Alto, CA 94301. Signed for by S MARCHETTI at front desk

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

Exhibit J

Listing: Pour-over set, dripper and carafe

Store listing · 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.

Exhibit K

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 L

This customer's history

Store order book

Customer	Sofia Marchetti, sofia.marchetti@example.com
Earlier orders	0

First order from this customer.

Exhibit M

Seller's notes

Store order notes

Ordered through the buyer's shopping agent. The PayPal order carries a reference to the cart the agent signed.