

Chargeback Evidence Dossier

Sample case: Order #10428, pallet delivery disputed

Dispute Amount: USD \$1,284.50

Merchant: Northgate Supply Co (sample merchant)

Card: ****4417

Reason Code: 13.1 - Merchandise / Services Not Received

Transaction Date: 2026-07-02

Case ID: SAMPLE-8...

Status: Gathering Evidence

Priority: HIGH

Table of Contents

1. Case Overview	Page 3
2. Case Summary & Notes	Page 3
3. Evidence Catalog	Page 4
4. Disclaimer & Legal Notice	Page 5

SECTION 1

Case Overview

Case Title	Sample case: Order #10428, pallet delivery disputed
Case ID	SAMPLE-8f3a2b1c-demo
Status	Gathering Evidence
Priority	HIGH
Dispute Amount	USD \$1,284.50
Merchant	Northgate Supply Co (sample merchant)
Card (Last 4)	****4417
Reason Code	13.1 - Merchandise / Services Not Received
Transaction Date	2026-07-02
Response Deadline	2026-08-12
Created	2026-07-28
Evidence Files	5
Prepared By	sample@chargebackdossier.com

SECTION 2

Case Summary & Notes

SAMPLE DOCUMENT. Every detail below is synthetic. Northgate Supply Co is not a real company, and the order numbers, amounts, dates, card digits, and customer details are invented for demonstration. This file shows the format and depth ChargebackDossier produces, not a real dispute.

Case background: the cardholder states a pallet of stock never arrived. The carrier record shows delivery on 8 July with a signature captured at the billing address on file, and the customer service thread has the buyer acknowledging receipt the following morning. The gap in the file is the original order receipt showing the billing address as entered at checkout, which is what ties the delivery address to the address held by the issuer.

SECTION 3

Evidence Catalog

Total Evidence Items: 5

1

delivery_receipt_signed.pdf

Type: application/pdf | Size: 277.4 KB | Category: Shipping Proof

Uploaded: 2026-07-29 09:14

"Carrier proof of delivery, signed at the billing address on 8 July"

2

carrier_tracking_history.png

Type: image/png | Size: 89.6 KB | Category: Delivery Confirmation

Uploaded: 2026-07-29 09:16

"Full scan history from pickup through to delivery"

3

customer_email_thread.pdf

Type: application/pdf | Size: 41.3 KB | Category: Communication

Uploaded: 2026-07-30 11:02

"Buyer confirms the pallet arrived, morning of 9 July"

4

order_confirmation_10428.pdf

Type: application/pdf | Size: 64.8 KB | Category: Receipt

Uploaded: 2026-07-30 11:05

"Order confirmation issued at checkout"

5

packing_slip_10428.pdf

Type: application/pdf | Size: 38.0 KB | Category: Invoice

Uploaded: 2026-07-30 11:07

"Packing slip enclosed with the shipment"

SECTION 4

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