

Northgate Supply Co (sample merchant)

sample@chargebackdossier.com

Date: August 07, 2026

Reason Code: 13.1 - Merchandise / Services Not Received | Amount: USD \$1284.50 | Transaction: 2026-07-02

Chargeback Department
First National Merchant Services
Dispute Resolution Team

RE: Dispute of chargeback, reason code 13.1, order #10428, USD \$1,284.50

SAMPLE DOCUMENT. The merchant, cardholder, order, and amounts below are synthetic and used only to show the format this platform produces.

We are formally disputing the chargeback of USD \$1,284.50 raised against order #10428, processed on 2 July 2026 against the card ending 4417. The cardholder has claimed the merchandise was never received. The enclosed records show the goods were delivered, signed for at the billing address held on file, and acknowledged in writing by the cardholder the following day.

The attached file `delivery_receipt_signed.pdf` is the carrier's proof of delivery. It records a signature captured on 8 July 2026 at the address that matches the billing address supplied at checkout. This directly answers the basis of the claim under reason code 13.1, which turns on whether delivery occurred.

The file `carrier_tracking_history.png` provides the complete scan history for the consignment, from collection on 4 July through to the delivery scan on 8 July. There is no gap in the chain of custody and no failed delivery attempt on the record.

The file `customer_email_thread.pdf` contains the cardholder's message of 9 July 2026, in which they confirm the pallet arrived and ask a separate question about a future order. That message post-dates the delivery scan by one day and is inconsistent with a claim of non-receipt.

The files `order_confirmation_10428.pdf` and `packing_slip_10428.pdf` establish what was ordered, the price agreed, and what was despatched, so that the amount disputed can be reconciled against the goods supplied.

Taken together, these records demonstrate that the merchandise was delivered to the cardholder at the address on file and that the cardholder acknowledged receipt. We respectfully request that the chargeback be reversed in full and the amount of USD \$1,284.50 recredited to our account.

We are happy to supply any further documentation your review requires.

Respectfully submitted,

Dana Whitfield

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