



# DOSSIER DOCUMENT

DEMONSTRATION SAMPLE

IDENTIFIER

**AR-260512-04**

SUBJECT

Refund request for order #7842

SUMMARY

Four documents reconstruct the purchase, failed delivery, customer support contact and formal refund request between 12 and 18 May 2026.

4 DOCUMENTS - 4 DATES - 1 TIMELINE

# Timeline of events

Dates extracted and sorted automatically, then verified.

**01****12 MAY 2026****Purchase and payment****VERIFIED**

Order receipt #7842 - EUR 89.90

**02****15 MAY 2026****Delivery not completed****CHECK**

Tracking screenshot: delivery not recorded

**03****16 MAY 2026****Customer support contact****VERIFIED**

Support chat requesting an order update

**04****18 MAY 2026****Formal refund request****VERIFIED**

Email sent to the seller with a summary of events

**REQUESTED OUTCOME****Full refund of EUR 89.90**

# Evidence index

Source files listed separately from the optimised PDF.

| N. | DATE       | TYPE       | FILE                     | STATUS   |
|----|------------|------------|--------------------------|----------|
| 01 | 12/05/2026 | RECEIPT    | Ricevuta_ordine_7842.pdf | VERIFIED |
| 02 | 15/05/2026 | SCREENSHOT | Tracking_consegna.png    | CHECK    |
| 03 | 16/05/2026 | CHAT       | Chat_assistenza.png      | VERIFIED |
| 04 | 18/05/2026 | EMAIL      | Richiesta_rimborso.eml   | VERIFIED |

SOURCE FILE INTEGRITY

In the complete product, unchanged source files are downloaded separately in a ZIP archive. The manifest records each file size and SHA-256 fingerprint so the recipient can verify that the content has not changed.

SHA-256 - MANIFEST.json - SEPARATE SOURCE FILES

# Request draft

Review and personalise this text before sending.

Subject: refund request for order #7842

On 12 May 2026 I placed and paid for order #7842 in the amount of EUR 89.90. The expected delivery was not completed. On 16 May I contacted customer support to request an update, but no solution was provided. I therefore request a full refund of the amount paid. I attach the timeline and the documents used to reconstruct the events.

Kind regards

## CHECK BEFORE SENDING

- ☐ Recipient and contact details
- ☐ Amount and order number
- ☐ Dates and summaries
- ☐ Completeness and legibility of attachments