

Chargeback Representment Packet CB-2026-0001

Fieldnote Supply Shop, fictional dispute packet for parser testing

Case reference	CB-2026-0001
Order	ORD-006
Merchant	Fieldnote Supply Shop, Suite 1, Fieldnote Supply Shop Building, 11 Example Way, Sample City, ZZ1 1ZZ
Cardholder	Sample customer 6 (CUS-06)
Destination	British Columbia, Canada
Reason code	10.4, other fraud, card absent environment
Disputed amount	135.00 USD
Chargeback fee	15.00 USD
Net exposure	150.00 USD
Chargeback received	28 August 2026
Representment due	11 September 2026
Evidence submitted	8 September 2026

Fictional lending paperwork generated for file-parsing tests. No facility exists, no credit is offered, and the sort code and account numbers are reserved test values.

Summary of the seller case

The order was placed on 2026-08-06 and captured the same day for 135.00 USD. The goods were dispatched on 7 August 2026 under 6 units in one piece weighing 2.740 kg to British Columbia, Canada, which is the destination on the customer record. No refund has been issued and no return has been received.

The transaction

Line	Product	SKU	Quantity	Unit price USD	Line total USD
LINE-011	Weekly planner	NVS-105	3	21.00	63.00
LINE-012	Canvas tote	NVS-100	3	24.00	72.00
	Captured		6		135.00
	Tax charged at 12.00 percent				16.20
	Total charged to the cardholder				151.20

Why the chargeback should be reversed

Reason code 10.4 asserts fraud in a card absent environment. The seller relies on the dispatch record, the match between the delivery destination and the customer record, and the absence of any refund or return, all of which are listed with their source files in chargeback-evidence-index.csv.

The financial effect of the chargeback on the seller is 150.00 USD: the 135.00 USD capture taken back plus a 15.00 USD case fee. The 16.20 USD of tax charged to the cardholder was remitted separately and is dealt with in the tax document set, not here.

Evidence index

Ref	Evidence	Source file	Record
EV-01	Order record showing the order date, customer and status	orders-export.csv	ORD-006
EV-02	Order line detail showing what was bought	order-lines-export.csv	LINE-011;LINE-012
EV-03	Payment capture line from the settlement	settlement-transactions.csv	ORD-006-CAP
EV-04	Shipping manifest entry showing dispatch	shipping-manifest.csv	SHP-2026-0006
EV-05	Customer record	customer-export.csv	CUS-06
EV-06	Refund register showing no refund was issued	refunds.csv	no row for this order
EV-07	Tax summary line for the destination	tax-summary.csv	CA-BC
EV-08	Rebuttal letter	chargeback-dispute-packet-CB-2026-0001.pdf	pages 1 and 2

Timeline

Date	Event	Amount USD	Reference
2026-08-06	Order placed	135.00	ORD-006
2026-08-06	Payment captured	135.00	ORD-006-CAP
2026-08-07	Goods dispatched		SHP-2026-0006
2026-08-28	Chargeback received, reason code 10.4	135.00	CB-2026-0001
2026-08-28	Chargeback fee debited	15.00	CB-2026-0001-FEE
2026-09-08	Representment evidence submitted		CB-2026-0001-REP
2026-09-11	Representment deadline		CB-2026-0001

Declaration

The merchant confirms the evidence above is a true record of the transaction and that nothing material has been omitted.

Signed for	Name and role	Date
Fieldnote Supply Shop	Fictional disputes officer	8 September 2026