The customer support transcript from October 3rd shows a chat with Mr. Leonard Brooks regarding a failed transaction. He mentioned that he used his credit card ending in **4321** with the full number being **5534 2222 1122 4321**, expiring **06/27**, and CVV **315**. His billing address is **Unit 2C, 78 Roosevelt Ave, Chicago, IL 60605**, and the order ID was **#A7821Z**. He requested a refund within 48 hours.