

EMAIL CORRESPONDENCE ARCHIVE

Case #DSP-2024-003847 | Sarah Mitchell vs. CleanAir Electronics

Complete Email Thread: February 10 - April 12, 2024

• FEBRUARY 10, 2024 - INITIAL PURCHASE

From: CleanAir Electronics <orders@cleanairelectronics.com>

To: Sarah Mitchell <s.mitchell@email.com>

Date: February 10, 2024, 11:23 AM PST

Subject: Order Confirmation - Your CleanAir Pro 3000 Purchase #CAE-894521

Dear Sarah Mitchell,

Thank you for your order! We're excited to get your CleanAir Pro 3000 Portable Air Purifier to you as soon as possible.

Order Summary:

Order Number: CAE-894521

Product: CleanAir Pro 3000 Portable Air Purifier

Quantity: 1

Price: \$347.99

Shipping: FREE Standard Shipping (5-7 business days)

Payment Method: Visa ending in 8891

Shipping Address:

Sarah Mitchell

742 Maple Street

Portland, OR 97214

Your order will be shipped within 2 business days. You'll receive a tracking number via email once your package ships.

If you have any questions about your order, please contact our customer service team at support@cleanairelectronics.com or call 1-888-555-CLEAN.

Best regards,

CleanAir Electronics

Your Partner in Clean Air
www.cleanairelectronics.com | 1-888-555-2532
30-Day Money-Back Guarantee | Free Returns

From: CleanAir Electronics <shipping@cleanairelectronics.com>

To: Sarah Mitchell <s.mitchell@email.com>

Date: February 12, 2024, 3:47 PM PST

Subject: Your Order Has Shipped! - Order #CAE-894521

Great news, Sarah!

Your CleanAir Pro 3000 has shipped and is on its way to you!

Tracking Information:

Carrier: UPS Ground

Tracking Number: 1Z999AA10123456784

Estimated Delivery: February 15, 2024

You can track your package at: <https://www.ups.com/track?tracknum=1Z999AA10123456784>

Important Reminder: All CleanAir products come with our 30-day satisfaction guarantee. If you're not completely satisfied, simply return the product within 30 days for a full refund.

Thank you for choosing CleanAir Electronics!

CleanAir Electronics Shipping Department

support@cleanairelectronics.com

● **FEBRUARY 15, 2024 - PRODUCT ISSUE REPORTED**

From: Sarah Mitchell <s.mitchell@email.com>

To: CleanAir Electronics <support@cleanairelectronics.com>

Date: February 15, 2024, 6:32 PM PST

Subject: Damaged Product Received - Order #CAE-894521


Hello,

I received my CleanAir Pro 3000 today (Order #CAE-894521), but unfortunately the unit arrived damaged. The exterior casing is cracked on the side, and when I tried to turn it on, it makes a loud rattling noise and doesn't function properly.

I'd like to return this item for a full refund as it's clearly defective. Could you please provide me with return instructions and a prepaid shipping label?

I've attached photos of the damage for your reference.

Thank you,
Sarah Mitchell
Order #CAE-894521

 **Attachments:** damaged_unit_photo1.jpg (2.1 MB), damaged_unit_photo2.jpg (1.8 MB)

From: CleanAir Electronics Support <support@cleanairelectronics.com>

To: Sarah Mitchell <s.mitchell@email.com>

Date: February 16, 2024, 10:15 AM PST

Subject: RE: Damaged Product Received - Order #CAE-894521

Dear Sarah,

We sincerely apologize for the damaged product you received. This is not the experience we want our customers to have.

We've reviewed your photos and agree that the unit is defective. We'll be happy to process a full refund once we receive the returned item.

Return Instructions:

1. Please use the attached prepaid UPS return label
2. Pack the item securely in its original box if possible
3. Drop off at any UPS location or schedule a pickup
4. Keep your tracking receipt for your records

Refund Processing: Once we receive and inspect the returned item, we'll process your refund within 5-7 business days. The refund will be credited back to your original payment method (Visa ending in 8891).

Again, we apologize for this inconvenience.

Best regards,

Marcus Johnson

Customer Service Representative

CleanAir Electronics

support@cleanairelectronics.com | Case #CS-158942



Attachments: UPS_Return_Label_CAE894521.pdf (156 KB)

• FEBRUARY 18, 2024 - PRODUCT RETURNED

From: Sarah Mitchell <s.mitchell@email.com>

To: CleanAir Electronics <support@cleanairelectronics.com>

Date: February 18, 2024, 2:18 PM PST

Subject: RE: Damaged Product Received - Return Shipped

Hi Marcus,

I dropped off the return package at UPS this afternoon. Here's the tracking information:

UPS Tracking Number: 1Z999AA10123456999

Return Authorization: CAE-RMA-894521

According to UPS, the package should arrive at your facility by February 21st. Please let me know once you receive it and process my refund.

Thank you,
Sarah Mitchell

• MARCH 5, 2024 - CUSTOMER FOLLOW-UP

From: Sarah Mitchell <s.mitchell@email.com>

To: CleanAir Electronics <support@cleanairelectronics.com>

Date: March 5, 2024, 9:42 AM PST

Subject: Refund Status - Order #CAE-894521

Hello,

I'm writing to check on the status of my refund for Order #CAE-894521.

According to UPS tracking, my return was delivered to your warehouse on February 21, 2024 (two weeks ago). Your return policy states refunds are processed within 5-7 business days of receiving the returned item, but I still haven't received my credit of \$347.99 to my credit card.

Could you please look into this and let me know when I can expect my refund?

Thank you,

Sarah Mitchell

Order #CAE-894521

UPS Return Tracking: 1Z999AA10123456999

From: Sarah Mitchell <s.mitchell@email.com>

To: CleanAir Electronics <support@cleanairelectronics.com>

Date: March 10, 2024, 4:15 PM PST

Subject: URGENT: Still No Refund - Order #CAE-894521

Hello,

This is my second email regarding my refund. I sent my first inquiry on March 5th but have not received any response.

It has now been 18 days since you received my return (confirmed delivered February 21st), and I still have not received my refund of \$347.99. This is well beyond your stated 5-7 business day processing time.

I would appreciate an immediate response regarding when my refund will be processed. If I don't hear back within 48 hours, I will be forced to file a dispute with my credit card company.

Sarah Mitchell

Order #CAE-894521

Phone: (503) 555-0142

● MARCH 15, 2024 - DISPUTE FILED WITH BANK

From: Sarah Mitchell <s.mitchell@email.com>

To: First National Bank <disputes@firstnationalbank.com>

Date: March 15, 2024, 2:15 PM PST

Subject: Credit Card Dispute - Merchant Refund Not Processed

To Whom It May Concern,

I am writing to file a dispute for a charge on my First National Bank Visa credit card (ending in 8891).

Transaction Details:

Merchant: CleanAir Electronics

Amount: \$347.99

Transaction Date: February 10, 2024

Posted Date: February 28, 2024

Reason for Dispute:

I purchased an air purifier that arrived damaged. The merchant provided a return label, and I returned the defective item on February 18, 2024. According to UPS tracking, the merchant received the return on February 21, 2024. The merchant's policy states refunds are processed within 5-7 business days, but it has now been over 22 days with no refund.

I have attempted to contact the merchant twice (March 5 and March 10) with no response.

I am attaching all relevant documentation including:

- Original purchase receipt
- Email correspondence with merchant
- Return shipping label
- UPS tracking confirmation showing delivery

Please advise on next steps.

Sincerely,

Sarah Mitchell

Account: 4532-XXXX-XXXX-8891

**Attachments:** Purchase_Receipt.pdf, Email_Thread.pdf, Return_Label.pdf, UPS_Tracking.pdf

From: First National Bank Disputes <disputes@firstnationalbank.com>

To: Sarah Mitchell <s.mitchell@email.com>

Date: March 15, 2024, 2:47 PM PST

Subject: Dispute Received - Case #DSP-2024-003847

Dear Ms. Mitchell,

Thank you for contacting First National Bank regarding the disputed charge on your account.

Your Dispute Information:

Case Number: DSP-2024-003847

Account: 4532-XXXX-XXXX-8891

Disputed Amount: \$347.99

Merchant: CleanAir Electronics

Date Received: March 15, 2024

We have received your dispute and all supporting documentation. Your case has been assigned to our Payment Investigation Department for review.

What Happens Next:

1. We will conduct a thorough investigation of your claim
2. We will contact the merchant to request their response
3. A temporary credit of \$347.99 will be applied to your account within 2 business days
4. You will receive a final resolution within 45 days

Important Information:

- Your temporary credit is provisional and may be reversed if the investigation determines the charge is valid
- You are not required to pay the disputed amount while the investigation is pending
- Finance charges related to the disputed amount will be credited to your account

If you have any questions about your dispute, please call our Dispute Resolution Department at 1-800-555-0177, Monday-Friday, 8 AM - 8 PM EST. Please reference case number DSP-2024-003847.

Sincerely,

First National Bank

Dispute Resolution Department

disputes@firstnationalbank.com
1-800-555-0177

From: First National Bank Account Services**<accountalerts@firstnationalbank.com>**

To: Sarah Mitchell <s.mitchell@email.com>

Date: March 16, 2024, 9:15 AM PST

Subject: Temporary Credit Applied - Account **8891**

Dear Sarah Mitchell,

This is to confirm that a temporary credit has been applied to your account in connection with your recent dispute.

Credit Details:

Amount: \$347.99

Date Applied: March 16, 2024

Reference: Dispute Case #DSP-2024-003847

Description: Temporary Credit - Dispute Investigation

This credit will appear on your next billing statement. Please note that this is a provisional credit while we investigate your dispute. If the investigation determines that the charge is valid, this credit may be reversed.

You will receive notification of the final resolution of your dispute.

First National Bank

Account Services

www.firstnationalbank.com**• MARCH 20, 2024 - INVESTIGATION UPDATE****From: Robert Chen <robert.chen@firstnationalbank.com>**

To: Sarah Mitchell <s.mitchell@email.com>

Date: March 20, 2024, 10:45 AM PST

Subject: Update on Your Dispute - Case #DSP-2024-003847

Dear Ms. Mitchell,

I'm Robert Chen, a Senior Payment Investigator with First National Bank. I'm writing to provide you with an update on your dispute case.

Case Status: Active Investigation

Case Number: DSP-2024-003847

We have reviewed all the documentation you provided, and everything appears to be in order. We have:

- ✓ Verified your original purchase
- ✓ Confirmed the merchandise was returned per merchant's instructions
- ✓ Validated UPS tracking showing delivery to merchant on February 21, 2024
- ✓ Reviewed the merchant's return policy

We have sent a formal chargeback notification to CleanAir Electronics requesting their response and supporting documentation. The merchant has 10 business days to respond.

Your temporary credit of \$347.99 remains on your account and will not be reversed while we await the merchant's response.

I will update you once we receive a response from the merchant or after the response deadline passes. If you have any questions, please don't hesitate to contact me directly.

Best regards,

Robert Chen

Senior Payment Investigator

First National Bank - Dispute Resolution Department

robert.chen@firstnationalbank.com

Direct: (515) 555-0100 ext. 4582

Case #DSP-2024-003847

• **APRIL 12, 2024 - FINAL RESOLUTION**

From: Robert Chen <robert.chen@firstnationalbank.com>

To: Sarah Mitchell <s.mitchell@email.com>

Date: April 12, 2024, 2:55 PM PST

Subject: RESOLVED - Your Dispute Has Been Finalized - Case #DSP-2024-003847

Dear Ms. Mitchell,

I'm pleased to inform you that your dispute has been resolved in your favor.

Final Resolution:

Case Number: DSP-2024-003847

Status: **RESOLVED IN FAVOR OF CARDHOLDER**

Resolution Date: April 12, 2024

Investigation Outcome:

After multiple attempts to contact CleanAir Electronics, the merchant did not respond to our chargeback notification or provide any documentation to dispute your claim. Based on the evidence you provided and the merchant's failure to respond, we have determined that your claim is valid.

Financial Resolution:

- Disputed charge removed: \$347.99
- Related finance charges credited: \$4.52
- **Total permanent credit: \$352.51**

The temporary credit that was previously applied to your account has now been made permanent. You will see this reflected on your next billing statement along with the additional finance charge credit.

Important Notes:

- This resolution is final and the case is now closed
- The credit will not be reversed
- There is no negative impact to your credit history
- Your new account balance is \$409.43

A detailed Settlement Statement will be mailed to you within 3-5 business days for your records.

Thank you for your patience throughout this process. If you have any questions about this resolution, please don't hesitate to contact me.

Best regards,

Robert Chen

Senior Payment Investigator

First National Bank - Dispute Resolution Department

robert.chen@firstnationalbank.com

Direct: (515) 555-0100 ext. 4582

Case #DSP-2024-003847 - CLOSED

From: Sarah Mitchell <s.mitchell@email.com>

To: Robert Chen <robert.chen@firstnationalbank.com>

Date: April 12, 2024, 3:42 PM PST

Subject: RE: RESOLVED - Thank You!

Hi Robert,

Thank you so much for your help in resolving this issue! I really appreciate how you kept me updated throughout the process and handled everything so professionally.

It's frustrating when merchants don't honor their return policies, but I'm grateful that First National Bank stood behind me as a customer. This experience has actually strengthened my confidence in using my credit card for online purchases.

Thanks again for your excellent customer service!

Best regards,
Sarah Mitchell

FIRST NATIONAL BANK - EMAIL ARCHIVE

This is a compiled archive of email correspondence related to Case #DSP-2024-003847

Archive Generated: April 15, 2024 | Total Emails: 13 | Date Range: February 10 - April 12, 2024

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