

customer_name: Emma Davis

contact_info: Not provided in transcript

order_number: ORD-20250710-8765

product_name: UltraClean Vacuum 3000

date_of_purchase: July 12th, 2025

issue_description: Customer ordered the "UltraClean Vacuum 3000" but received the "Handheld MiniVac"

preferred_resolution: Replacement shipped overnight