

## Incident Report

Date: 2025-06-30T02:01:28.940419

Reported by: Jaclyn1

Store: Store #066

Tags: ['Fraud', 'Suspicious Activity']

### Description:

Subject came in around 8:05 pm. Subject goes to guest service to return Apple AirPods. As team members were checking to see if the serial numbers match to the box and receipt, the team member noticed they didn't match. That is when I, TSS, Jaclyn Baker was called over by the team member to verify the serial numbers at 8:10pm. I verified that they didn't match and let the guest know that we aren't able to accept the return at this time due to serial numbers not matching. Subject understood and left the store with the AirPods at 8:20pm.

### AI Summary:

On June 29, 2025, at approximately 8:05 PM, a customer attempted to return Apple AirPods at the guest service counter of the store located at 456 Shopping Ave, Mall. During the return process, team members discovered a discrepancy between the serial numbers on the AirPods and those on the receipt and packaging. Jaclyn Baker, the Target Security Specialist (TSS), was called to verify the serial numbers at 8:10 PM. After confirming the mismatch, the customer was informed that the return could not be processed. The customer accepted this explanation and exited the store with the AirPods at 8:20 PM. The likely cause of this incident is an attempted fraudulent return. It is recommended that store leadership provide additional training for team members on identifying and handling potential return fraud cases to prevent future occurrences.