

Merchant Rebuttal Letter - GreenLeaf Home Goods

GREENLEAF HOME GOODS

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Date: February 20, 2026

RE: Chargeback Dispute - Case CB-2026-0592

Transaction ID: TXN-3392014

Amount: \$4,890.00

Reason Code: Visa 13.3 - Not as Described/Defective Merchandise

Cardholder: Maria Rivera-Santos

Dear ABC Bank Dispute Resolution Team,

We are writing to formally contest the chargeback filed under case CB-2026-0592. We believe the evidence demonstrates that the product delivered matches the description provided at the time of purchase.

PRODUCT DETAILS

Item: Artisan Dining Table - Model DT-8840

Description as Listed: "Handcrafted dining table, 72 x 36 inches, solid wood construction with natural grain finish"

Price: \$4,890.00

ORDER AND DELIVERY

Order Number: GH-20260115-4421

Order Date: January 15, 2026

Ship Date: January 18, 2026

Delivery Date: January 23, 2026

Carrier: FedEx Freight

Tracking: 7748 2901 4455 8832

Delivery Confirmation: Signed by M. Rivera at delivery address

EVIDENCE SUMMARY

1. Product photos attached show the delivered item matches the listing description
2. Shipping confirmation with tracking and signature attached
3. Product listing from our website at time of purchase attached
4. Customer communication records attached

We respectfully request that this chargeback be reversed based on the evidence provided.

Sincerely,

Thomas Chen

Dispute Resolution Manager

GreenLeaf Home Goods