

Dispute Evidence Summary

Dispute Evidence Package

Dispute ID: dp_1Qx9MLr4sV6zA8

Charge ID: ch_8Yp3NKs5uT7wD2

Customer: TechStart Inc

Amount: \$4,200.00

Reason: product_not_received

--- DELIVERY EVIDENCE ---

Carrier: FedEx Express

Tracking Number: 794644790132

Ship Date: February 10, 2026

Delivery Date: February 12, 2026 at 10:34 AM

Signed By: J. Martinez (front desk)

Delivery Address: 500 Tech Blvd, Austin TX 78701

--- CUSTOMER COMMUNICATION ---

Last 90 days reviewed:

- Feb 13: Thank you email from customer
- No support tickets filed
- No complaints about delivery

--- RECOMMENDATION ---

Evidence strongly supports counter-dispute.

Estimated win probability: 85%

Deadline: February 28, 2026