Refund request for order #55

Conversation	#1001 (ID 3000000)
Mailbox	Support (demo)
Status	closed
Type	email
Customer	Lena Müller <lena.mueller@example.de>
Assignee	Jonas Becker <jonas@acme-support.test>
Created	2025-01-02 10:15 (UTC+01:00)
Closed	2025-01-05 04:55 (UTC+01:00) by Jonas Becker
Last updated	2025-01-05 04:55 (UTC+01:00)
Tags	login
Order ID	ORD-1000
Threads	5 exported (1 internal note)
Attachments	3 (3 saved in this archive)

Conversation history (oldest first)

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-02 10:15 (UTC+01:00)

To: support@acme.test
CC: legal@example.com

Hallo,
ich habe am 12.03. bestellt und möchte eine Rückerstattung. Details: Bestellung 55 (https://shop.example.de/orders/55).
• Artikel: Größe 42
• Preis: 49,00 €
Danke & Grüße
Lena

Attachments

- screenshot.png (72 B) — saved as attachments/1001/70001-screenshot.png
- Sipariş notu.txt (57 B) — saved as attachments/1001/70002-Sipariş notu.txt

2025-01-02 10:20 (UTC+01:00) Assigned to Jonas Becker — Ayla Demir

INTERNAL NOTE **Jonas Becker <jonas@acme-support.test>** 2025-01-02 10:35 (UTC+01:00)

Internal: checked Stripe — refund approved. Customer tier: Pro. Do not share the incident ID publicly.

Attachments

- invoice-2025-0042.pdf (195 B) — saved as attachments/1001/70003-invoice-2025-0042.pdf

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-02 11:15 (UTC+01:00)

To: lena.mueller@example.de
BCC: archive@acme.test
Opened by customer: 2025-01-02 11:45 (UTC+01:00)

Hi Lena,
Thanks for reaching out — I've processed this for you.
> Original message from Lena:

> > nested quote line
> Best,
> Jonas

2025-01-05 04:55 (UTC+01:00) *Status changed to Closed* *— Jonas Becker*

Archive record: generated 2026-10-03 11:00 (UTC+02:00) from data returned by the Help Scout Inbox API for conversation ID 3000000. 3 message thread(s) including 1 internal note(s) and activity entries. Drafts are not included. Times shown in Europe/Berlin.