

Rechnung für März – Rückerstattung bitte

Conversation	#1010 (ID 3000009)
Mailbox	Support (demo)
Status	active
Type	email
Customer	Mehmet Yilmaz <mehmet@example.com.tr>
Assignee	Priya Nair <priya@acme-support.test>
Created	2025-02-16 10:15 (UTC+01:00)
Last updated	2025-02-19 04:55 (UTC+01:00)
Tags	refund, vip
Order ID	ORD-1009
Threads	5 exported (1 internal note)
Attachments	None

Conversation history (oldest first)

CUSTOMER

Mehmet Yilmaz <mehmet@example.com.tr>

2025-02-16 10:15 (UTC+01:00)

To: support@acme.test

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

2025-02-16 10:20 (UTC+01:00)

Assigned to Priya Nair — Ayla Demir

INTERNAL NOTE

Priya Nair <priya@acme-support.test>

2025-02-16 10:35 (UTC+01:00)

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

REPLY

Priya Nair <priya@acme-support.test>

2025-02-16 11:15 (UTC+01:00)

To: mehmet@example.com.tr

Opened by customer: 2025-02-16 11:45 (UTC+01:00)

Hi Mehmet,

Thanks for reaching out — I've processed this for you.

> Original message from Mehmet:

> > nested quote line

Best,

Priya

2025-02-19 04:55 (UTC+01:00)

Status changed to Closed — Priya Nair

Archive record: generated 2026-10-03 11:00 (UTC+02:00) from data returned by the Help Scout Inbox API for conversation ID 3000009. 3 message thread(s) including 1 internal note(s) and activity entries. Drafts are not included. Times shown in Europe/Berlin.