ETTIX / FICTIONAL EXAMPLE

Service Not Received

Evidence summary / DP-1042 / USD 1,200.00

Case summary

Oakline Studio was paid $1,200 to design and deliver a one-page website for Harbor Works. The signed scope set a delivery date of October 15. The studio sent the files on October 14 and the customer acknowledged receipt the same day. See Exhibits 1 and 2.

Chronology

Oct 03, 2026	Agreement accepted and payment recorded	Exhibit 1
Oct 14, 2026	Handoff email sent with the website files	Exhibit 2
Oct 14, 2026	Customer confirmed they received the files	Exhibit 2
Oct 15, 2026	Agreed delivery date	Exhibit 1

Evidence index

Exhibit 1 Agreement and payment record

Exhibit 2 Delivery email and customer acknowledgment

Response deadline shown in the example dashboard

November 6, 2026

This fictional example shows how to connect factual statements to source records. Use the evidence fields and submission deadline displayed in your actual Stripe dispute.

Exhibit 1

Agreement and payment record / fictional excerpts

Agreement accepted October 3, 2026

Scope: Oakline Studio will design and deliver the editable source files and production assets for one landing page for Harbor Works. Delivery is due on October 15, 2026. The fixed price is USD 1,200.00.

Payment record

Date	October 3, 2026
Reference	DP-1042
Amount	USD 1,200.00
Status	Paid

Exhibit 2

Delivery correspondence / fictional excerpts

Delivery email

October 14, 2026 at 10:15 a.m. ET / Oakline Studio

The landing page files are attached. The package contains the editable design, the production assets and the handoff instructions referenced in our agreement.

Customer reply

October 14, 2026 at 2:42 p.m. ET / Harbor Works

Thanks. I received the files and could open the design and assets.