Re: New ticket created from using_the_shop_app

From Shop Suppo

To [redacted]

Date Thursday, October 15th, 2026 at 00:47

(Shop App)

Oct 15, 2026, 02:47 EDT

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Thank you for your detailed reply. You're right, and I'm sorry.

I should not have written that the package "was sent to the address entered at checkout." What our records showed was only that the shipping address on your order was never changed after checkout. That says nothing about where the package actually went, and I presented it as more than it was. I also understand the Miami address with suite GUA-79513 is the forwarding address you chose, and that the second address in your screenshots is your billing address.

To answer your questions directly:

1. What I reviewed: the order record for #1041, the shipping address history, and the tracking record our system holds for your order. I didn't contact FedEx. Shop Support doesn't contact carriers on behalf of shoppers, and would only release delivery details to the sender or recipient of that shipment.
2. What the tracking record shows: tracking number 382755391198 was added to your order on July 28, and it's marked as delivered by FedEx SmartPost on July 29. When I looked more closely, I found that the same tracking number is also linked to a shipment for a different order, placed with a different store. It was attached to that order six days before it was added to yours.
3. What this means: this matches what told you. The tracking number provided for your order belongs to another shipment, so it isn't evidence that your order was shipped or delivered to you.
4. Recovering the $95.32: Shop Support isn't able to issue a refund for an order from a store. I know your bank's window has passed, but this is new information. When you contact them, tell them that Shopify's records show the tracking number provided for order #1041 is also linked to a different order, which supports that your package was never sent to you. Include this email with your confirmation email and card statement. If your bank decides the dispute in your favour, the Shop Cash part of the payment is returned to your Shop Cash balance.
5. Your report and legal correspondence: I've added your screenshots, both of your calls with and this finding to your case notes. For legal and privacy reasons, I can't share whether a store has been reviewed or what action was taken. As you've already copie hat remains the right channel for your preservation request and any legal correspondence.

I'm sorry you've had to explain this so many times. You did the work to establish what happened, and you were right about the tracking.

Warm wishes,
| Shop Support Specialist

Your ticket ID is **70941290**.

On Oct 14 17:11 EDT, wrote:

> Dear
>
> Your latest response is yet another example of Shopify's repeated failure to understand, investigate, or meaningfully address my complaint.
>
> You began your email by stating that you had looked into my order directly and wanted to provide specific answers. Instead, you offered conclusions that contradict information I obtained from FedEx more than two months ago, misinterpreted the screenshots I provided, and instructed me to repeat investigative steps I had already completed long before I first reported this merchant to Shopify.
>
> I do not need another attempt to shift responsibility onto me. I need Shopify to take responsibility for its own actions, its merchant oversight procedures, and the handling of this complaint.
>
> ### 1. I conducted this investigation more than two months ago
>
> Let me establish the chronology, because Shopify continues to respond as though I have only just begun investigating this transaction.
>
> **I completed the essential investigation MORE THAN TWO MONTHS AGO, before submitting my original complaint to Shopify on August 10, 2026.**
>
> First, I contacted my package forwarding service directly.
>
> The forwarding service conducted its own investigation into the shipment and confirmed that the package had not been delivered to my Miami forwarding address.
>
> It was the forwarding service itself that advised me to investigate the tracking information directly with FedEx.
>
> Second, I followed that recommendation and contacted
>
> **FedEx verbally confirmed that the tracking number supplied by the merchant corresponded to a shipment sent to an entirely different address from the shipping address specified on my order.**
>
> Third, I attempted to contact the merchant, which failed to provide assistance and subsequently became unreachable.
>
> I then reported the situation to Shopify on August 10, 2026, having already taken these steps to establish what had happened.
>
> **All of this occurred more than two months ago.**