

Relay Eval Attachment

Invoice PDF

mid-duplicate-charge-5

Attachment Summary

Invoice references the same billing cycle and reflects one duplicate line item.

Customer Message

Hi, this is Nadia from Cinder Works. I think we were charged twice for the same monthly subscription on 15 March. I attached what finance saw in billing and the invoice that came through by email. Can you refund one of them?

Evidence

Refund policy section 3.2: Duplicate subscription charges under \$50 may be refunded after a support reviewer verifies the billing evidence.

Billing evidence summary: The uploaded billing screenshot shows two identical subscription charges posted on March 15.

Review band: Borderline review required

Confidence: 72%