

Dear PayPal Team,

We would like to provide the relevant documentation regarding the above-mentioned case.

The customer ordered two NVIDIA RTX PRO 4500 Blackwell graphics cards from our online shop Grafikkarten.com / Schneider Digital GmbH. The order was processed and fulfilled by us as agreed.

The shipment contained the following goods:

2x NVIDIA RTX PRO 4500 Blackwell graphics cards

Serial numbers: 1320926036809 and 1320926036925

Invoice amount: EUR 5,378.98

The goods left our warehouse on 15 June 2026 at 14:09. The shipment was prepared with a rounded shipping weight of 3.5 kg. DHL Express accepted and weighed the parcel with a recorded weight of 3.42 kg. This weight corresponds to the expected shipment weight and indicates that the parcel was not empty when handed over to DHL Express.

The parcel was shipped to the delivery address provided by the customer and DHL tracking shows delivery to the recipient address.

After delivery, the customer reported that the parcel had allegedly been manipulated and that the goods were missing. We immediately contacted DHL Express and opened an investigation into the shipment. DHL has already confirmed receipt of our inquiry and has informed us that the matter can be forwarded to their claims department. DHL requires, among other documents, a signed declaration from the recipient confirming non-receipt of the goods.

We have requested this signed declaration from the customer and are currently waiting for his response. Without this document, DHL may not be able to complete the claims process. We are also still waiting for the complete weight history / scan history from DHL Express.

The customer has stated that we are not responding or assisting. This is not correct. We have repeatedly contacted the customer, informed him about the DHL investigation, requested the necessary documents, recommended that he file a police report, and informed him that all relevant shipment data will be forwarded once received from DHL.

Attached to this statement, we provide the following documents:

1. Invoice for order 24588
2. Delivery note
3. Screenshot from our shipping portal
4. Documentation of the serial numbers + Delivery address confirmation

5. DHL tracking and proof of delivery
6. DHL correspondence regarding the ongoing claims process
7. DHL acceptance / weight confirmation showing 3.42 kg
8. Customer communication showing our responses and support

Based on the attached documentation, we confirm that the order was fulfilled by Schneider Digital GmbH as agreed and that the goods were handed over to DHL Express with the correct shipment weight. The alleged loss or manipulation after handover to DHL Express is currently under investigation by DHL.

We therefore kindly ask PayPal to review the attached documents and take into account that the DHL claims process is still ongoing and depends on further documentation from the recipient.

Kind regards

[https://hiddendownloads.schneider-digital.com/PayPal/Diebstahl\\_F79663/01-Rechnung%2079663%20-%20invoice%2079663.pdf](https://hiddendownloads.schneider-digital.com/PayPal/Diebstahl_F79663/01-Rechnung%2079663%20-%20invoice%2079663.pdf)