



Mahesh Pratap Singh <yogimpsingh@gmail.com>

**URGENT: Request for ARN/RRN - Transaction ID:
txn_01ktvvq85xy5y59xjxj0teeb3**

1 message

Tiago Magalhães (Paddle) <assist+seller@paddle.com>
Reply-To: Paddle <assist+seller@paddle.com>
To: "yogimpsingh@gmail.com" <yogimpsingh@gmail.com>

22 June 2026 at 22:25

##- Please type your reply above this line -##

**Tiago Magalhães (Paddle)**

Jun 22, 2026, 16:55 UTC

Hi there,

I will be happy to assist you.

I am sorry to hear that you have not received your refund yet. I can confirm that it was submitted in our system on **12 June 2026**.

Some bank cards may have a longer processing time, which can result in a delay in your funds being credited back to your account.

I know this is an extra step, but I suggest you reach out to your bank and provide them with the following ARN number **72700926163004975666721**. Your bank will be able to trace your refund with this information. Please note that not all first-line agents have access to this information. If they are unable to find the transaction, please ask for a senior manager to help locate the transaction.

If the money has not yet been received, please ask the bank/credit card for a formal letter stating that they have not received the refund in your account. Once you have this, please forward it to me so that I can request we open a formal investigation on our end.

Again, I am very sorry for this inconvenience. Please let me know if you require further assistance.

Kind regards,
Tiago M.

Paddle Support | London, UK | Paddle.net

**yogimpsingh@gmail.com**

Jun 19, 2026, 18:38 UTC

**Subject: URGENT: Request for ARN/RRN - Transaction ID:
txn_01ktvvq85xy5y59xjxj0teeb3**

Dear Paddle Support Team,

I am writing to clarify a conflict between Paddle's automated system and the merchant's support team regarding my refund.

As per the Paddle Bot log attached to this ticket:

- **Transaction ID:** txn_01ktvvq85yxy5y59xjxj0teeb3
- **Credit Note Reference:** CN-4448-90756
- **Refund Status:** Approved (Issued on June 12th, 2026)
- **Amount:** ₹6,783.40 INR

However, the Chatbot App Support Team (Ashley) has just replied stating they cannot see the transaction or complete the refund because the subscription is inactive, and they have requested proof of purchase.

Since **Paddle** is the Merchant of Record and your system explicitly states the full refund is already **approved**, the funds are currently residing with the acquiring bank or intermediary.

Please provide the **Acquirer Reference Number (ARN)** or **Retrieval Reference Number (RRN)** for Credit Note CN-4448-90756. My bank requires this specific number to manually trace and credit the stuck funds to my account.

I have attached a screenshot/copy of the original Paddle purchase confirmation for the Chatbot App support team's reference as well.

Thank you for your prompt assistance.

Best regards,

Mahesh Pratap Singh (Yogi M. P. Singh)

yogimpsingh@gmail.com

Attachment(s)

[credit_notes_4448-90756_Chatbot-App.pdf](#)

[invoice_4448-1838933_Chatbot-App.pdf](#)

This email is a service from Paddle. Delivered by Zendesk

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