A LETTER, WITH THE RECORD BEHIND IT

Unfinished bathroom work: finish it or return the balance

Invoice 88213 — bathroom not finished

WORKED EXAMPLE — the people, the dates and the amounts in this file are made up. Nothing in it happened.

PREPARED FOR
Redgate Bathrooms

FROM
Marion Okafor

ABOUT
Invoice 88213 — bathroom not finished

THIS DOCUMENT
Built November 10, 2026 · 11 pages · Case 003

In this pack

WHAT THIS IS

The letter on the next page is the account holder’s own, in the words it was sent in. Behind it are the entries it refers to, each with the date it happened and the date it was written down, and copies of the photographs and messages attached to them. BuildMyEvidence has added the numbering, the dates and the references — nothing else. It has not written, summarized or changed a word of the letter or of the entries.

WHAT IS NOT IN IT

This pack holds only the entries this letter refers to. The rest of the record is not in it, and nothing has been left out of the case — the full case file carries every entry.

Sent August 18, 2026, by mail.

IN THIS PACK

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The letter, in the words it was sent in.

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How this file was made, and the fingerprint of each file in it.

Drawn from the same record as the case file. This document is not a revision of the case file and carries no revision number.

The letter

Sent August 18, 2026, by mail.

Dear Redgate Bathrooms,

I booked the bathroom work and paid the deposit on June 2 (item 001). On June 14 your team said they would be there on Monday (item 002). They did not come back. I photographed the unfinished tiling on July 1 (item 003), called on July 3 (item 004) and wrote on July 20 asking for a date in writing (item 005).

As of the dates below, the tile edge by the door is still ungrouted (item 008), the vanity light fitting has not been put in (item 009) and there is a gap where the shower screen should seal to the tile (item 010).

Please either finish the work or return the balance, and tell me in writing which you will do.

Thank you.

The entries it refers to

Each entry as the record holds it, in the order the record keeps them. The first date is when it happened; the second is when it was written down, which BuildMyEvidence stamps and never changes.

ITEM 001
FROM THE ACCOUNT HOLDER

HAPPENED · June 2, 2026 · 9:15 AM
WRITTEN DOWN · June 2, 2026

Booked the work and paid the deposit

ITEM 002
FROM THEIR SIDE

HAPPENED · June 14, 2026 · 5:40 PM
WRITTEN DOWN · June 14, 2026

"Team will be there Monday"

ITEM 003
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · July 1, 2026 · 6:20 PM
WRITTEN DOWN · July 1, 2026

Photographed the unfinished tiling

ITEM 004
FROM THE ACCOUNT HOLDER

HAPPENED · July 3, 2026 · 10:00 AM
WRITTEN DOWN · July 3, 2026

Called and asked when they were coming back

ITEM 005
FROM THE ACCOUNT HOLDER

HAPPENED · July 20, 2026 · 8:40 AM
WRITTEN DOWN · July 20, 2026

Emailed asking for a date in writing

ITEM 008
RECORDED BY THE ACCOUNT HOLDER

HAPPENED · September 13, 2026 · 3:20 PM
WRITTEN DOWN · September 27, 2026

Tile edge by the door is still ungrouted.
ATTACHED · P1 · Tile edge left ungrouted by the door

ITEM 009

RECORDED BY THE ACCOUNT HOLDER

HAPPENED · September 19, 2026 · 9:05 AM
WRITTEN DOWN · September 27, 2026

The vanity light fitting still hasn’t been put in.

ATTACHED · P2 · Vanity light fitting still not installed

ITEM 010

RECORDED BY THE ACCOUNT HOLDER

HAPPENED · September 24, 2026 · 11:00 AM
WRITTEN DOWN · September 27, 2026

Gap where the shower screen should seal to the tile.

ATTACHED · P3 · Gap where the shower screen should seal

Appendix P — photographs

The photographs, screenshots and documents attached to the entries this letter refers to, in the order of the entries they belong to, with any caption the account holder gave. Nothing is cropped, retouched or re-ordered.

JPEG photos are checked for location data on the way in — added by hand or attached to an email. A file that was not checked says so beside it.

NO.	PHOTOGRAPH	PAGE
P1	Tile edge left ungrouted by the door item 008 · Sep 13, 2026, 3:20 PM	7
P2	Vanity light fitting still not installed item 009 · Sep 19, 2026, 9:05 AM	7
P3	Gap where the shower screen should seal item 010 · Sep 24, 2026, 11:00 AM	8

Pages are numbered straight through, attachments included, so any page in this bundle can be cited by its number alone.

P1 · ITEM 008



Tile edge left ungrouted by the door

WHEN IT HAPPENED	Sep 13, 2026, 3:20 PM
THE FILE'S DATE	nothing recorded inside this file
WHEN YOU FILED IT	Uploaded Sep 27, 8:40 AM EDT
THE FILE	invoice-bath-1.jpg · No location found

The image above is a copy made for reading, not the file itself. The file is kept in the record, and the fingerprint taken when it reached us is printed with this document, so a copy of it can be checked.

P2 · ITEM 009

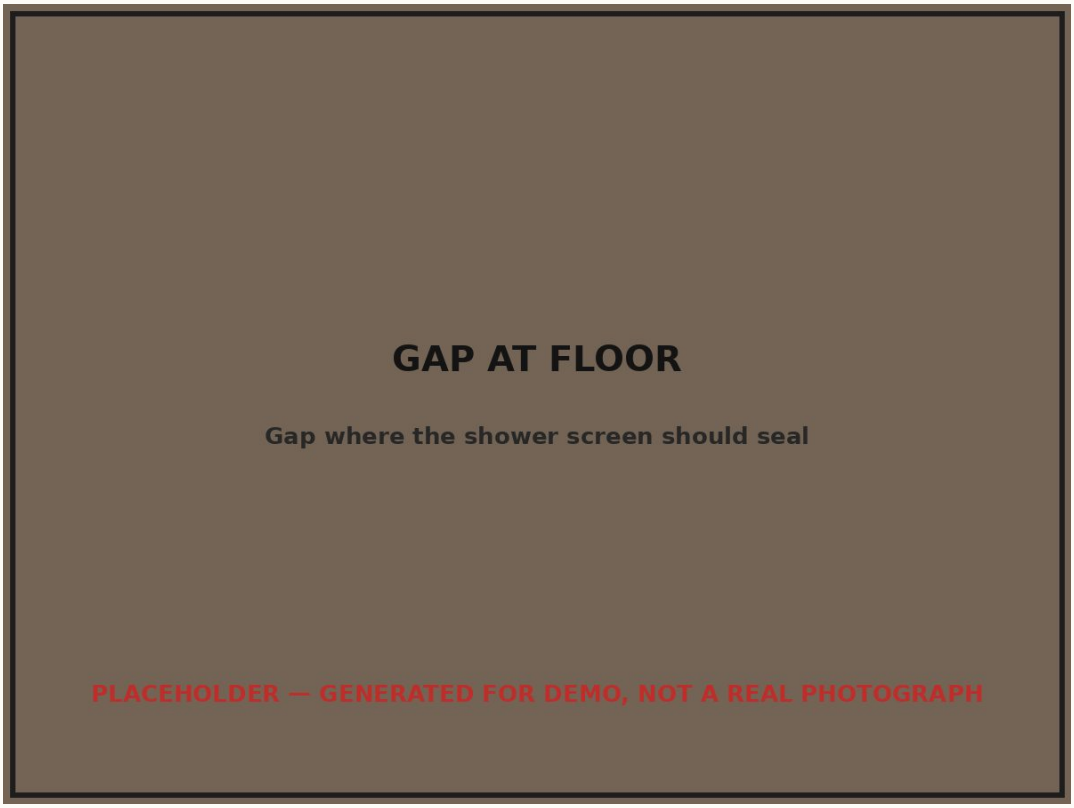


Vanity light fitting still not installed

WHEN IT HAPPENED	Sep 19, 2026, 9:05 AM
THE FILE'S DATE	nothing recorded inside this file
WHEN YOU FILED IT	Uploaded Sep 27, 8:40 AM EDT
THE FILE	invoice-bath-2.jpg · No location found

The image above is a copy made for reading, not the file itself. The file is kept in the record, and the fingerprint taken when it reached us is printed with this document, so a copy of it can be checked.

P3 · ITEM 010



Gap where the shower screen should seal

WHEN IT HAPPENED	Sep 24, 2026, 11:00 AM
THE FILE'S DATE	nothing recorded inside this file
WHEN YOU FILED IT	Uploaded Sep 27, 8:40 AM EDT
THE FILE	invoice-bath-3.jpg · No location found

The image above is a copy made for reading, not the file itself. The file is kept in the record, and the fingerprint taken when it reached us is printed with this document, so a copy of it can be checked.

How this file was made

This file was assembled by BuildMyEvidence from a record kept by the account holder as events occurred. It is set out here so that anyone relying on it can see how it was made, and where its limits are.

TWO DATES	Every entry carries the date the account holder says it happened, which they set and can correct, and the date it was written down, which the application set and which cannot be altered by anyone, including BuildMyEvidence. Where a date was taken from a message or a file rather than typed, the entry says so.
FILES	Each attached photograph and document was fingerprinted (SHA-256) when it reached BuildMyEvidence — in the account holder's own browser, before it left their device, for a file they added; on arrival, for a file attached to an email. The fingerprints are printed below and beside the files at the appendices. A file altered afterwards would no longer match.
PHOTOGRAPHS	Where a JPEG photograph carried location data, it was removed on the way in, before the fingerprint was taken; other files were not inspected for it. What was found is stated beside each file. Where a file carries its own date inside it, that date is shown beside it.
PAGES	Numbered straight through, attachments included, so any page in this file can be cited by its number alone.

How to check a file

A matching fingerprint shows a file has not changed since it reached us. It cannot show anything about the file before that — a phone often hands over its own copy of a photo rather than the one the camera made.

It also says nothing about whether this document is complete, and nothing about whether what the account holder wrote is accurate. It is a check on the bytes of the attached files, and only that.

This document cannot carry its own fingerprint — a file cannot contain a number worked out from itself. To check the document, ask the person who sent it for the fingerprint their copy shows, and compare the two lists below line by line.

1. Take any file supplied with this document.
2. Run shasum -a 256 on it, or use any SHA-256 tool.
3. Compare the result with the fingerprint listed against that file below.
4. If they match, that file has not changed since it was fingerprinted, on the date shown.

FILE	FINGERPRINT (SHA-256)	ARRIVED
Plate 1 · invoice-bath-1.jpg	515a70ce7352d87dacf1b60a47baad7e4b005fb48e4606a335f168c2adf3a04f	Uploaded Sep 27, 8:40 AM EDT
Plate 2 · invoice-bath-2.jpg	38d6a4b9c9362b3478ee04829b481be67eb74cdfef0168b764faf3a9e982e1a0	Uploaded Sep 27, 8:40 AM EDT
Plate 3 · invoice-bath-3.jpg	fb7fd4c6004adcec2d8b7d49b44bee001111253deb332551625bb085cbbb5abc	Uploaded Sep 27, 8:40 AM EDT

A fingerprint shows a file has not changed since it reached us. It cannot speak to anything before that.

Check this file

A downloaded copy of this file carries its check code here. This copy has none.

WHAT BUILDMYEVIDENCE HAS NOT DONE

It has not checked any statement against any document, nor any figure against any account. It has applied no interest, calculated no penalty or late fee, and expressed no view on whether any amount is recoverable or any account of events is correct. It has given no advice. Every word and every figure in this file was entered by the account holder; BuildMyEvidence has recorded them, added and subtracted the amounts, and set them out in order.

This copy

COVERS	8 entries · 3 files
BUILT	November 10, 2026 at 7:00 AM EST

Drawn from the same record as the case file. This document is not a revision of the case file and carries no revision number.