



REGULATOR VIEW

Retail Edge - AI Refund Approval

World: Retail Edge Governance **Outcome:** SAFE DEGRADE **Evidence Pack ID:** JSP-PUBLIC-20260302-RETAIL_EDGE_-0001

1. What action happened

POS is about to refund 3,800 USD to original tender.

2. Who held authority

Primary authority	Store Supervisor
Secondary authority	Fraud Ops
Escalation roles	Store Supervisor, Fraud Ops
Authority principle	No consequential action proceeds without named human authority.

3. What was enforced at runtime

Outcome	SAFE DEGRADE
Bounds enforced	<ul style="list-style-type: none">- store credit allowed- cash-equivalent refund held- supervisor approval time-boxed- evidence preserved
Escalation path	Route to supervisor; if not approved, customer receives store credit only.

4. What would happen if confidence dropped

Without governance: Cash-equivalent refund could be issued under pressure; loss only discovered in chargebacks.

Prevented failure mode: frontline approval by social pressure + AI suggestion

Illustrative exposure: fraud loss + chargeback costs

Note: exposure figures are illustrative; the structural claim is that the system intercepts and governs at the moment before consequence.

Evidence & Integrity

5. Evidence minimums and signals

- tender_verification_state
- fraud_score
- return_window_policy
- item_risk_flags
- supervisor_on_shift

6. Portable artefacts included in this pack

evidence_pack.json	Top-level decision record and links.
authority_contract.json	Who can authorise what, with what bounds.
policy_trace.ndjson	Versioned doctrine checks evaluated.
audit_export.ndjson	Runtime event log for audit ingestion.
provenance_chain.json	Illustrative model/prompt/tool-call chain integrity.
manifest.json + signature	Tamper-evident integrity for this entire bundle.

7. Integrity verification

Run **verify_manifest.py** in the root folder to recompute SHA-256 hashes and verify the signature (when cryptography or OpenSSL is available).

Expected output: **PASS** (no files changed).

This proof object is designed to be inspected without access to the originating systems.

Contact: founder@judgementspine.com | <https://judgementspine.com/>