



RUNNING EXAMPLE

Lendari applies this card to Margaux, its after-sales agent (maturity N2), owned by Camille Roussel (DDAO).

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1 THE DRILL WITHOUT THE SUPPLIER (← ACF-P7)

DATE OF LAST DRILL

11/18/2026

SCENARIO PLAYED

The supplier stops responding, a 48-hour outage simulated.

TIME HELD

26 hours before human support saturated.

WHAT GAVE WAY FIRST

First-response time, up from 1 min 30 to 3 h 40.

2 WHAT CONTINUES, WHAT STOPS

TAKEN BACK BY HAND

Order tracking and plain returns, 210 requests a day, 6 advisers.

SUSPENDED, AND WHO OWNS IT

Automatic refunds, owned by Léa Fontaine.

SUSPENSION THRESHOLD

Above 400 pending requests, the channel closes and customers are told.



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3 THE EXIT · AN ENFORCEABLE RIGHT SINCE 12 SEPTEMBER 2025

FALLBACK TARGET

Second supplier qualified in October, not contracted.

ESTIMATED TIME AND COST

45 days, about €60,000.

REQUIRED HANDBACK FORMAT

Line-by-line JSON, ISO 8601 timestamps, signature included. Tested on the 11/18 export.

CONTRACTUAL NOTICE

2 months, written into the contract.

Never tested counts as zero.