

# Shipping policy for the UK

This shipping policy applies for deliveries/ collection of goods and services to Customers within the UK. If the Merchant does not comply with this policy in its entirety, Klarna has the right to return each respective Transaction.

Klarna reserves the right to change this policy as needed and inform the Merchant of necessary changes with three months' prior notice.

## 1) General requirements

For Klarna to take the risk of the respective Transaction, a Merchant must ship its sold goods or services in any of the ways described under section 2, 3 or 4 below. This means that goods or services that are not delivered in any of those ways Klarna will not take the risk (e.g. downloads, online dating services etc.)

Merchants have to answer Klarna's request for information related to a certain Transaction within 24 h. This applies on all days on which a Merchant operates e.g. ships goods and/or activates Transactions. Merchants shall provide Klarna with up-to-date contact details (email-address) for such risk-related questions.

A Merchant shall not dispatch/ hand out goods after being informed by Klarna that a certain Transaction has been deemed as high risk according to Klarna's internal security control.

Merchants shall store information related to the respective delivery/ hand out (e.g. tracking number, proof of delivery, third party authorisation and identification) for at least six (6) months and, upon request, provide such information to Klarna.

## 2) Delivery through an external shipping company

The following rules shall be followed for deliveries where an external shipping company is being used (e.g. Royal mail):

1. The goods shall be sent with track and trace, with the possibility to track the goods online, to the person and shipping address approved by Klarna at the time of the order.
2. The tracking number shall be provided to Klarna at activation of the Transaction in the activation call or, where this is not possible, upon request from Klarna.
3. The assigned shipping company shall follow the below security controls
  - Home deliveries: The shipping company shall produce a proof of delivery document that shows date and time of delivery, printed name and signature. The goods shall not be handed out to another person than the person approved by Klarna nor shall the goods be shipped to an alternate shipping address. Hand-outs to persons which are deemed to be entitled to receive deliveries on behalf of the addressee are allowed (e.g. hand-outs to close relatives living in the same household).
  - Manned pick-up point: If the goods could not be delivered at home or the customer has chosen a pick-up point, the goods shall be sent to the pick-

up point of the shipping company closest to the approved address. The shipping company shall verify the ID (passport, a photo driving license, a debit/credit card, or a recent utility bill) of both the addressee and the person picking up the goods (if these are different). Further, the pick-up point shall produce a proof of delivery document that shows date and time of the hand out, printed name of the addressee and, as the case might be, of the authorised person and signature of the person picking up the goods.

4. Merchants shall on request of Klarna – where possible – ask the shipping company to stop the delivery and inform Klarna of all developments in relation to the delivery.
5. In order to reduce administration efforts for Merchants, a Merchant may authorise Klarna to directly request information from shipping company or to ask the shipping company to stop a certain delivery.

### **3) Delivery with own delivery service**

The following rules shall be followed for deliveries where a Merchant's own delivery service is being used:

1. The goods should be sent to the address approved by Klarna at the time of the order.
2. Merchants shall produce a proof of delivery document that shows date and time of delivery, printed name and signature. The goods shall not be handed out to another person than the person approved by Klarna nor shall the goods be shipped to an alternate shipping address. Hand-outs to persons which are deemed to be entitled to receive deliveries on behalf of the addressee are allowed (e.g. hand-outs to close relatives living in the same household).
3. Merchants shall on Klarna's request stop the delivery and inform Klarna of all developments in relation to the delivery.

### **4) Collection in physical stores**

The following rules shall be followed for hand-outs in physical stores:

1. Goods shall only be handed out to the Customer or to a person authorised by the Customer.
2. Merchants shall verify the ID (passport, a photo driving license, a debit/credit card, or a recent utility bill) of both the Customer and the person to which the goods are handed out.
3. Merchants shall produce a proof of delivery document that shows date and time of the hand out, the goods handed out, prices, printed name of the Customer and, as the case might be, printed name and telephone number of an authorised person and signature of the person to which the goods are handed out.