

Global Shipping Policy

This international shipping policy applies solely to deliveries/collection of goods and services to/by Customers located in countries for which no jurisdiction specific shipping policy is available.

Klarna reserves the right to change this policy and will, if deemed necessary, inform the Merchant of such changes with one month's prior notice.

1. General requirements

Merchant must ship its sold goods or services in any of the ways described under section 2, 3 or 4 below.

Merchant has to answer Klarna's request for information related to any transaction within 24 hours. This applies on all days on which Merchant operates (i.e., days on which Merchant ships goods and/or activates transactions). Merchant shall provide Klarna with up-to-date contact details (E-mail address or cell phone number) for questions from Klarna.

Merchant shall not dispatch/hand-out goods if Klarna informs Merchant that the underlying transaction has been deemed high risk according to Klarna's security controls.

The delivery notification shall be sent to the Customer's contact details (e.g. E-mail-address, telephone number and/or mailing address) approved by Klarna at the time of the order.

Merchant shall store information related to the respective delivery/hand-out (e.g. tracking number, proof of delivery, third party authorization 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:

1. The goods shall be sent with tracking (with the possibility to track the goods online) to the Customer and the delivery 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 Klarna's request.
3. The assigned shipping company shall follow the following security controls:
 - Home deliveries: The goods shall not be handed out to another person than the Customer approved by Klarna. Hand-outs to persons who are deemed to be entitled to receive deliveries on behalf of the Customer are allowed (e.g. hand-outs to close relatives living in the same household). The shipping company shall produce a proof of delivery document that shows date and time of delivery, printed name and signature of the person receiving the goods.
 - Manned pick-up point: If the goods can not be delivered at the Customer's home or if 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 delivery address or

within a range of 10 km of the approved delivery address. The shipping company shall verify the ID of the customer. 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 signature of the person picking up the goods.

4. The Merchant shall upon Klarna's request – 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, the Merchant may authorize Klarna to directly request information from the 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 the Merchant's own delivery service is being used:

1. The goods have to be delivered to the Customer and the delivery address approved by Klarna at the time of the order.
2. The goods shall not be handed out to another person than the Customer approved by Klarna. Hand-outs to persons who 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). Further, Merchants shall produce a proof of delivery document that shows date and time of delivery, goods list, printed name and signature of the person receiving the goods.
3. The Merchant shall upon 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 may only be handed out to the Customer approved by Klarna at the time of the order.
2. Merchant shall verify the ID of the Customer.
3. Merchant shall produce a proof of delivery document that shows date and time of the hand out, goods list, prices, printed name of the Customer and a signature of the person to whom the goods are handed out.