

Shipping policy for Denmark

This shipping policy applies for deliveries/collection of goods and services to Customers in Denmark. 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

The Merchant must ship its sold goods or services in any of the ways described under section 2, 3 or 4 below. The Merchant has to answer Klarna's request for information related to a certain Transaction/ Claim within 24 hours. This applies on all days on which the Merchant operates e.g. ships goods and/or activates Transactions/ Claims. The Merchant shall provide Klarna with up-to-date contact details (E-mail address) for such risk-related questions.

The Merchant shall not dispatch/hand-out goods after having been informed by Klarna that a certain Transaction/ Claim has been deemed as high risk according to Klarna's security controls. The delivery notification shall be sent to the Customer contact details (e.g. E-mail address, telephone number and/or address) approved by Klarna at the time of the order.

The 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 company

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

1. The Goods shall be sent with track and trace (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/ Claim 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:
 - 3.1. Home deliveries: The shipping company shall verify the ID of both the addressee and the authorized person receiving the goods (if these are not the same). Further, the shipping company shall produce a proof of delivery document that shows date and time of the hand-out, printed name of the addressee and/or, as the case may be, printed name of the authorized person and signature of the person receiving the goods.

- 3.2. 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 both the addressee and the person picking up the goods (if these are not the same). 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/or, as the case may be, printed name and signature of the person picking up the goods.
- 3.3. Unmanned Pick-up points (e.g. Post Denmark Pakkeboksen): If the goods can not be delivered at home or if the Customer has chosen an unmanned 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.
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 has to be delivered to the Customer and the delivery address approved by Klarna at the time of the order.
2. The Merchant shall verify the ID of both the Customer and the person receiving the goods (if these are not the same). Further, the Merchant shall produce a proof of delivery document that shows date and time of the hand-out, goods list, printed name of the Customer and/or, as the case may be, printed name of the authorized person 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. Exceptions

Orders where the Merchant uses the Klarna Shipping Assistant, and where Klarna has communicated to the Merchant that the Customer has requested that the Merchant or Carrier

leaves the goods outside of the shipping address, are exempted from the requirements described in points 2.3.1 and 3.2.

However, should the Merchant choose to comply with that request, Klarna will only compensate the Merchant in the event of a dispute where the Customer claims to not have made the purchase. Should the Customer dispute an order as not successfully delivered (either partially or in full) or any other dispute reason related to the delivery of the order, such dispute will need to be resolved between the Merchant, the carrier and the Customer.

5. 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 or to a person authorized by the Customer. If the Customer is a company, the person collecting the goods shall present a power of attorney evidencing that such person is authorized to pick up the goods and a copy of such power of attorney shall be made and stored.
2. The Merchant shall verify the ID of both the Customer, and, as the case may be, the person to whom the goods are handed out.
3. The Merchant shall produce a proof of delivery document that shows date and time of the hand-out, goods list, prices, date of birth and printed name of the Customer and, as the case may be, date of birth, printed name and telephone number of the authorized person and signature of the person to whom the goods are handed out.