

# Shipping policy for Germany

This shipping policy applies for deliveries/ collection of goods and services to Customers in Germany. 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 Claim within 24 hours. This applies on all days on which the Merchant operates e.g. ships goods and/or activates 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 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 shipping company

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

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 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 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.
  - 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, of the authorized person and signature of the person picking up the goods.

- 3.3. Unmanned Pick-up points (e.g. Packstation): The delivery to an unmanned pick-up point is only possible if Klarna allows the delivery to an alternate delivery address and such address has been approved by Klarna. On request of Klarna, the Merchant shall inform Klarna to which telephone number the PIN code is sent and – if available – the name of the owner.
- 3.4. Locked package boxes at the approved address of the Customer: The shipping company shall provide a proof of delivery document that shows date and time of delivery.
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 goods shall not be handed out to another person than the Customer approved by Klarna. 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). 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. 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. A copy of the power of attorney shall be made and stored.
2. Merchants shall verify the ID of both the Customer and, as the case may be, the person to whom the goods are handed out.
3. Merchants 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, as the case may be, printed name and telephone number of an authorized person and signature of the person to which the goods are handed out.