

In-store Shipping Policy

In-store Payments

When required, as indicated through messaging on the POS screen and/or on the sales receipt, the store shall verify the photo ID (passport, driver's license or national ID card) of the Customer before allowing the customer to collect their goods. The store should check that the name on the ID matches that used during the purchase and that the photograph matches the person making the purchase. Only the customer whose details were used during the purchase process shall be allowed to collect the goods. Furthermore, to provide sufficient evidence that identification took place in case of any subsequent dispute, the store must be able to produce a receipt, when requested by Klarna, showing the date and time of the purchase alongside the signature of the customer. Such receipts should be kept for at least 60 days following the date of purchase. They must be sent within 3 working days of a request relating to a dispute being made by Klarna.