

Incorrect Amount

Complete all fields marked * and attach evidence before the Klarna deadline.

1 MANDATORY EVIDENCE · INVOICE DOCUMENTATION

What makes a strong submission

Klarna's review focuses on: whether the invoiced amount matches what the customer agreed to at checkout. Attach the invoice and clearly explain why the amount is correct · or what adjustment has been made if it was not.

Your position on the invoiced amount *

- Invoice amount is correct · it matches what the customer agreed to at checkout
- Invoice amount was incorrect · an adjustment or correction has been applied

Explain why the invoiced amount is correct, or describe the adjustment made * *

Reference the specific line items, pricing agreed at checkout, or the correction that has been applied

Invoice document * · attach the invoice issued to the customer, clearly showing the amount charged

Attached file reference(s) · list all filenames *

e.g. Invoice_Order_12345.pdf Order_Confirmation.pdf Pricing_Screenshot.pdf

2 CANCELLATION HANDLING (IF APPLICABLE)

Complete this section if the dispute involves a cancellation or a request for refund.

- Cancellation accepted · full or partial refund issued
- Partial refund only · cancellation policy applied (T&Cs attached)
- Cancellation rejected · explanation and evidence provided below
- Not applicable · no cancellation was involved

Cancellation / refund details · describe outcome and any policy applied

T&Cs / cancellation policy · file reference or URL

3 RESOLUTION EVIDENCE (IF APPLICABLE)

Complete this section if a correction, refund, or adjustment has been made.

- Full refund issued
- Partial refund issued (per cancellation policy)
- Invoice correction or credit note issued
- No adjustment · charge is correct as evidenced

Resolution details · describe what was issued and when

Resolution evidence · Image 1 e.g. refund confirmation, credit note

Resolution evidence · Image 2 e.g. customer communication, T&Cs

4 MERCHANT STATEMENT

Explain clearly how your evidence addresses the customer's specific claim.

Your explanation * *

(1) Is the invoiced amount correct? (2) What adjustment (if any) has been made? (3) How does your invoice link to the Klarna order?

5 PRE-SUBMISSION CHECKLIST

- Invoice is attached and clearly shows the amount charged
- Invoice is clearly linked to the Klarna order reference
- I have explained why the amount is correct, or what adjustment was made
- If a partial or no refund applies · T&Cs or cancellation policy is attached
- If a refund or correction was agreed · proof of completion is attached
- My statement directly addresses the specific amount the customer is disputing
- Submission is within the deadline specified by Klarna

Quick tips for a smooth review
 Attach the actual invoice · not just an internal system screenshot
 Clearly link the invoice to the Klarna order reference so the connection is obvious
 If denying or reducing a refund, always attach your T&Cs or cancellation policy as evidence
 Never agree to issue a refund and then not issue it · that is the most common rejection reason
 If a partial refund applies, explain exactly which policy clause applies and why

Declaration

I confirm that the information and evidence provided here is accurate, complete, and relevant to the disputed transaction.
 I understand that Klarna's review will be based on the quality and completeness of the evidence submitted.

Authorised Signatory Name *	Role / Title	Date Submitted *
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