

## Products or Services Not Received

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

### 1 MANDATORY EVIDENCE · PROOF OF DELIVERY (POD)

**What makes a strong submission**  
 To qualify for protection under Klarna's Merchant Protection Program (MPP), your POD should meet the criteria in section 1.1 or 1.3. The stronger your evidence, the smoother the process · attaching documents directly gives the best outcome.

Please confirm before submitting:

I confirm the attached POD meets MPP section 1.1 or section 1.3

Carrier / Courier \*

Tracking ID / Consignment No. \*

Confirmed Delivery Date \*

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\_\_\_\_\_

\_\_\_\_\_

Delivery Address on POD \*

Recipient on POD

\_\_\_\_\_

\_\_\_\_\_

Proof of Delivery document \* · attach your carrier confirmation, delivery receipt or signed POD

Attached file reference(s) · list all filenames \*

e.g. DHL\_Delivery\_Confirmation.pdf Carrier\_Signature\_Record.pdf

POD type (select all that apply) \*

Signed delivery receipt

Carrier delivery scan

GPS / photo confirmation

Other (describe below)

If 'Other', describe POD type

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### 2 RECOMMENDED SUPPORTING EVIDENCE

Not mandatory, but strengthens your case. Check everything you are including.

Merchant system screenshot confirming fulfilment and dispatch

e.g. OMS / WMS export showing order picked, packed and dispatched

Carrier GPS / photo proof (supporting only · cannot replace mandatory POD)

Attach as a clearly-labelled supplementary file

Timeline summary of key events

Order date · dispatch · tracking updates · confirmed delivery

Customer communications confirming delivery or post-delivery contact

Emails, chat logs, or support tickets relevant to this order

Other supporting documentation

### 3 ATTACH EVIDENCE IMAGES

Insert screenshots or photos of your evidence in the spaces below.

Supporting Evidence - Image 1

Supporting Evidence - Image 2

### 4 MERCHANT STATEMENT

Explain clearly how your evidence disproves the customer's claim.

Your explanation \* \*

(1) When was the item dispatched? (2) What specifically confirms delivery? (3) How does your POD address this exact claim?

### 5 PRE-SUBMISSION CHECKLIST

- Proof of Delivery is attached and meets MPP section 1.1 or 1.3
- POD delivery address matches the shipping address approved at checkout
- POD includes: delivery date, recipient, tracking ID and address
- All files are clearly labelled and linked to this order / tracking ID
- My merchant statement directly addresses the customer's specific claim
- Submission is within the deadline specified by Klarna
- I have NOT submitted a tracking link only - full documentation is attached

#### Quick tips for a smooth review

POD confirms delivery with a date, recipient, address, and tracking ID

The delivery address on the POD matches the shipping address from checkout

Tracking shows a confirmed delivery status (not 'In Transit' or 'Label Created')

Your statement speaks directly to the customer's specific claim

All attached files are clearly named and submitted before the Klarna deadline

#### 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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