

Refund Not Processed

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

1 MANDATORY EVIDENCE · RETURN & REFUND OUTCOME

What makes a strong submission
Klarna's review focuses on: whether the return was received or rejected for a valid reason, and whether return instructions were provided when requested. Clear, specific statements and supporting documentation lead to the best outcomes.

Return / refund outcome (select one) *

- | | |
|--|---|
| <input type="checkbox"/> Refund accepted · process through Klarna | <input type="checkbox"/> Refund already issued for returned items |
| <input type="checkbox"/> Deduction applied (shipping / return cost) | <input type="checkbox"/> Customer received exchange / replacement |
| <input type="checkbox"/> Returned outside return policy window | <input type="checkbox"/> Returned items not eligible for return |
| <input type="checkbox"/> Customer received a voucher | <input type="checkbox"/> Return not received |
| <input type="checkbox"/> Return received fraudulently (e.g. empty box)
If rejected, not received, or 'Other' · state reason clearly * | <input type="checkbox"/> Refund rejected · other reason (see below) |

Note: if the customer's tracking shows the return as delivered, stating 'return not received' without explanation is insufficient.

Attached file reference(s) · list all filenames *

e.g. Warehouse_Receipt_Log.pdf Inspection_Report.pdf Return_Rejection_Email.pdf

2 RETURN INSTRUCTIONS (IF APPLICABLE)

Complete this section if the customer requested return instructions or if the return method is in dispute.

- Return instructions were provided to the customer
- Customer was outside the return window · evidenced and clearly stated
- Prepaid return label was provided
- Return address and process are published on the merchant website
- Cost of return (if borne by customer) is clearly stated on the website
Return policy URL or document reference

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 addresses the customer's specific claim.

Your explanation * *

(1) What is the return / refund outcome? (2) What evidence supports this? (3) How does this directly address the customer's claim?

5 PRE-SUBMISSION CHECKLIST

- I have clearly stated the return / refund outcome
- If rejecting a return - the specific reason is stated and evidenced
- If claiming return not received - I have addressed any customer tracking showing delivery
- If claiming fraudulent return - supporting documentation is attached (photos, logs)
- Return instructions (if requested) have been provided or refusal is evidenced
- My merchant statement directly addresses the customer's specific claim
- Submission is within the deadline specified by Klarna

Quick tips for a smooth review

Clearly state the return outcome - ambiguity is the most common rejection reason

If rejecting, give the specific reason with evidence (policy, inspection report, photo)

If customer tracking shows 'delivered', address this directly - don't just state 'not received'

Fraudulent return claims need documentation: photos, warehouse logs, or inspection records

Return instructions must be provided when requested (unless outside return window, evidenced)

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 *
