# Klarna Disputes Response - Faulty Goods

Please use this template to defend the dispute.

Do not make any changes to the template.

Make sure to respond in English only.

**Have any goods been returned:**

Mark the corresponding right column with an X

|  |  |
| --- | --- |
| **Yes, will make changes to the order:** |  |
| **Yes, but not accepted:** |  |
| **No, nothing has been returned:** |  |

Note - if not accepted, please specify in the comment section.

**Have you been in contact with the customer:**

Mark the corresponding right column with an X

|  |  |
| --- | --- |
| **Yes, we have been in contact:** |  |
| **No, we have not been in contact:** |  |

**Did you come to an agreement with the costumer:**

Mark the corresponding right column with an X

|  |  |
| --- | --- |
| **Yes, we came to an agreement:** |  |
| **No, we did not come to an agreement:** |  |

Note - If you came to an agreement, please specify in the comment section.

**Comment:**

|  |
| --- |
|  |

Please provide attachments below this line:

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