# Klarna Disputes Response - Unauthorized purchases

Please use this template to defend the dispute.

Do not make any changes to the template.

Make sure to respond in English only.

**Has the order been shipped:**

Mark the corresponding right column with an X

|  |  |
| --- | --- |
| **Yes, the full order has been shipped:** |  |
| **Yes, parts of the order have been shipped:** |  |
| **No, the order has not been shipped yet:** |  |

**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:** |  |

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

|  |  |
| --- | --- |
| **Delivery address:** |  |

|  |  |
| --- | --- |
| **To which country was the order shipped:** |  |

**Shipping carrier:**

Mark the corresponding right column with an X

|  |  |
| --- | --- |
| **PostNord:** |  |
| **Bring:** |  |
| **DHL:** |  |
| **UPS:** |  |
| **DB Schenker:** |  |
| **Posten / Bring:** |  |
| **GLS:** |  |
| **Swipbox:** |  |
| **Posti:** |  |
| **Posti Packagestation Service Smartpost:** |  |
| **Matkahuolto:** |  |
| **Deutsche Post:** |  |
| **Hermes:** |  |
| **DPD:** |  |
| **Osterreichische Post:** |  |
| **Post NL:** |  |
| **Kiala:** |  |
| **Other:** |  |
| **Order not sent:** |  |

|  |  |
| --- | --- |
| **Shipping date:** |  |

Note - Provide in YYYY-MM-DD format

|  |  |
| --- | --- |
| **Tracking ID:** |  |

**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.

|  |  |
| --- | --- |
| **Last 3 digits of phone number used to notify about delivery:** |  |

**Is a proof of delivery available:**

Mark the corresponding right column with an X

|  |  |
| --- | --- |
| **Yes, proof of delivery will be attached:** |  |
| **No, proof of delivery is not available:** |  |

Note - Please add valid proof of delivery as attachment if available.

**Comments:**

|  |
| --- |
|  |

Please provide attachments below this line:

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