

## **Klarna Financing Frequently Asked Questions**

### **Do you offer a financing plan?**

We have partnered with Klarna to offer credit as an option when purchasing with us. With the Klarna Financing payment plan, you can spread your payments over **[6,12, 24 or 36]** months.

### **Who is Klarna?**

Klarna is a global payment service provider that takes end-to-end responsibility for your payment. Klarna is the provider of smooth payments to more than 200,000 online stores. Over 90 million consumers worldwide trust Klarna to securely handle their payments.

### **How do I place an order using Financing with Klarna?**

To purchase with Klarna Financing, add the product you wish to purchase to your basket and proceed to the checkout as normal. Then select the "Pay Over Time" payment method. This will start your application for Klarna Financing. You will be asked to provide information about yourself which is required to check your eligibility. If you are approved, your payment plan will be created and your order will be automatically placed with us. It's a short application and you won't have to leave our website.

### **Am I eligible?**

To be eligible for Klarna Financing you must be at least 18 years old and a UK resident. Your application approval is subject to Klarna's review of the details you provide and your financial circumstances. A full credit search will also be performed when you apply for a Klarna Financing agreement.

### **What details do I need to provide when I make my purchase?**

You will need to provide your name, billing address, email address and phone number, as well as your employment and bank details.

### **Will I be required to pay anything when I apply?**

In some cases, you may need to pay a portion of the balance as a deposit up front. If this is the case, you will be prompted to make a deposit as part of the Financing application.

### **If I make my purchase on a Klarna Financing plan, will I pay interest?**

Our Financing options are credit plans with repayment terms ranging between 6-36 months. Interest rates will vary depending on the credit agreement offered but will be clearly displayed at the point of checkout

The monthly instalments will be collected automatically from your bank account via Direct Debit. It is important to ensure you have enough funds in your account to cover the repayment on your due date each month.

### **Can I set up automatic monthly repayments?**

During the Klarna Financing application you will be asked to set up a Direct Debit Mandate from your bank account. Klarna will debit your monthly instalments from your bank account automatically via this Direct Debit Mandate so you don't need to do anything. It is important to ensure that you have enough funds in your account to cover the repayments on your due date each month.

### **Will I receive an email confirmation when purchasing with Klarna Financing?**

If you have selected the Klarna Financing option to pay for your purchase, Klarna will send you an email confirming your purchase details. The email will contain a link to Klarna's online portal or to download the app, where you can manage your purchases with Klarna. It is essential that you provide accurate information during checkout to ensure that you receive all Klarna communications related to your Financing plan.

### **If I apply for Klarna Financing, will this affect my credit score?**

When you apply for Financing with Klarna, Klarna will make a full credit search with the credit reference agencies who supply Klarna with credit information. The agencies will record details of the search, which can be seen on your credit file, regardless of whether or not credit is approved. This record will also be visible to third parties and other lenders and may affect whether or not other organisations decide to provide you with credit in future. For any questions relating to the credit check process, you can contact [Klarna's customer support team](#).

### **What if I am late or miss a payment?**

Your monthly payment must reach Klarna by the payment due date.

Klarna will report information to credit reference agencies about the payments you make, and about any payments that you fail to make on time. Late or missing repayments may have serious consequences for you. Your credit rating may be affected which will make it more difficult or more expensive for you to obtain credit in the future. If at any time you miss consecutive payments, Klarna may serve you a default notice requiring you to repay what you owe. If you fail to do so, Klarna may terminate your Financing agreement and assign the debt to a debt collection agency to collect on behalf of Klarna. Klarna may also sell the debt to a debt collection agency.

If you are having trouble making repayments, please get in touch with Klarna customer service via the support section of the Klarna app or via [Klarna's customer support page](#).

### **I purchased my item on a Klarna Financing plan and I would like to return it.**

Please contact our support team at **[INSERT MERCHANT RETURNS CONTACT DETAILS]** to process your return. Once your return has been processed your Klarna Financing plan will be adjusted.

### **How long will it take until I receive my refund?**

As soon as the store has registered your cancellation or your return, we will credit the balance back to you or process a refund. This is usually completed within the next 5 business days.

### **I still have questions about Klarna Financing.**

Please visit [Klarna's customer service page](#) for a full set of FAQs. Alternatively, you can contact Klarna via live chat from their website, by downloading the Klarna app or over the phone at 0808 189 3333.

**[DISCLOSURE - Merchant to select and edit appropriate disclosure]**

**Disclosure 1 – Example of credit broker disclosure wording for regulated credit products – use if you offer products provided exclusively by Klarna.**

[Merchant's legal entity name (as it appears on the FCA Register)] is authorised and regulated by the Financial Conduct Authority (FCA FRN XXXXX) and acts as a credit intermediary and not a lender, offering credit products provided exclusively by Klarna Bank AB (publ). Finance is only available to permanent UK residents aged 18+, subject to status, terms and conditions apply. klarna.com/uk/terms-and-conditions

Remember to add a link to the T&C URL (website / social media), if this is not possible then the full URL is required as per the above example

**Disclosure 2 – Example of credit broker disclosure wording for regulated credit products – use if you offer products provided by a limited number of finance providers.**

[Merchant's legal entity name (as it appears on the FCA Register)] is authorised and regulated by the Financial Conduct Authority (FCA FRN XXXXX) and acts as a credit intermediary and not a lender, offering credit products provided by a limited number of finance providers, including Klarna Bank AB (publ). Finance is only available to permanent UK residents aged 18+, subject to status, terms and conditions apply. klarna.com/uk/terms-and-conditions

Remember to add a link to the T&C URL (website / social media), if this is not possible then the full URL is required as per the above example

**Disclosure 3 – Example of credit broker disclosure wording for regulated and unregulated finance options – use if your financial promotion includes both regulated and unregulated finance options.**

[Merchant's legal entity name (as it appears on the FCA Register)] is authorised and regulated by the Financial Conduct Authority (FCA FRN XXXXX) and acts as a credit intermediary and not a lender, offering credit products provided [exclusively by Klarna Bank AB (publ)] [by a limited number of finance providers, including Klarna Bank AB (publ)]. Please note that the following products are not regulated by the FCA: [Pay in 30 days and Pay in 3 instalments]. Finance is only available to permanent UK residents aged 18+, subject to status, terms and conditions apply. klarna.com/uk/terms-and-conditions

Remember to add a link to the T&C URL (website / social media), if this is not possible then the full URL is required as per the above example