

We are currently experiencing higher call and chat volumes than usual. We apologize for the longer waiting time for customer support. The answers to our most commonly asked questions can be found below in our FAQ, thank you for your patience.

Klarna.

Log in



[Klarna](#) > [Customer service](#) > [Delivery & returns](#)

What happens when I report a return?

As soon as you've reported your return your invoice is paused. This allows time for the return to be registered by the store and your invoice to be updated accordingly. You will receive an email with updated payment information or you can always log in to the [app](#) for up-to-date payment details.

Contact the store directly if your return is not registered correctly, as only they can adjust your remaining balance. Keep in mind that Klarna manages your payment while the store is responsible for all other aspects concerning your order.

Submit the returns information at any time in the [app](#) – follow the prompts to enter the tracking details & the date you made the return. If after 21 days your return is not registered correctly by the store we can always support you if you've provided the required returns information.

And always be sure to keep copies of your correspondence or proof of your attempts to contact the store.

What happens next?

After reviewing the information provided, we'll notify you of the decision as soon as the investigation gets closed.

- **If the investigation is closed in your favor,** we'll update your payment plan accordingly. In case you have paid too much we will refund any overpayments.
- **If we close the investigation in the store's favor,** your original payments will still apply, but the payment schedule will be updated accordingly. This means that any outstanding payments will be due.

Good to know: The status of the investigation can be found on the [details page of your purchase](#). If you've resolved the issue with the store after reporting your problem, you can easily update us by [logging in](#).

Related articles

- [How long does it take for my return to be registered?](#)
- [Can I change my return after it's been reported?](#)
- [My return hasn't been registered, what should I do?](#)
- [How long do refunds take?](#)

Was this article helpful?

Yes, it was helpful

No, I still need help

Still need help? Contact us.

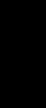
We're available 24/7.

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or [Call us](#)

Klarna.

Customer



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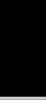
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Business

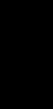
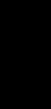
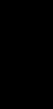
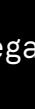
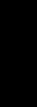


Klarna



Country

United States



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