

mothercare

Mothercare UK Limited

Consumer Credit Licence complaints process summary

We aim to make your shopping experience at Mothercare as smooth as possible. From time to time there may be an occasion that you might not be happy, and we would ask you to contact us in the first instance so that we have an opportunity to put things right. If you need to complain about your consumer credit arrangement; please read this leaflet and use the contact details below.

Please note that Mothercare UK Limited acts as an introducer to Klarna Bank (AB) - (formerly known as Close Brothers Retail Finance).

If your complaint is directed to Mothercare we have procedures in place to ensure that we deal with your complaint in line with the requirements set by the Financial Conduct Authority and the Financial Ombudsman Service.

Mothercare's complaints procedure

We will fully investigate and log every complaint received by us and will explain our decisions to you.

Complaints received on non-business days or out of usual business hours are treated as being received on the next business day.

We would wish to resolve matters straightaway, but this might not always be possible.

If we cannot resolve your complaint by the end of the business day following receipt of your complaint, we will write to you to tell you. We may need 10 working days in order to investigate fully. We will keep you informed of progress until we provide you with our final response. Our final response will include:

- A summary of the complaint, setting out the results of our investigation and our final view on the issue
- An acknowledgement of any mistakes that may have happened
- Details of any arrangements or offers made to settle the complaint with clear explanation of how we arrived there
- Your right to refer to the Financial Ombudsman Service within six months of our final response; and
- The Financial Ombudsman Service details and leaflet.

If your complaint is likely to take more than eight weeks to resolve, we will write to you and explain your rights to complain to the Financial Ombudsman Service. We will enclose a Financial Ombudsman Service leaflet.

If you are unhappy with our final response you can ask the Financial Ombudsman Service for an independent review. Details of your rights are in the leaflet.

To complain to Mothercare contact:

Consumer Credit complaints, Mothercare UK Limited, Cherry Tree Road, Watford, Hertfordshire WD24 6SH or email: paymentplan@mothercare.com

Please ensure you provide:

- Your Name, Address and Telephone Number
- Your Credit Finance agreement number and your Order Number
- Location of the Store your Credit Finance was arranged if applicable
- Details of your complaint
- Date Credit Finance opened