



Information to Body Shop customers

The Body Shop Svenska Aktiebolag

25 april 2024

The Body Shop Svenska Aktiebolag in bankruptcy

The Body Shop Svenska Aktiebolag ("**Body Shop**") was declared bankrupt on 23 April 2024 following a decision by the Stockholm District Court. The bankruptcy is being handled by the bankruptcy trustee Jonas Premfors and others at Advokatfirma DLA Piper Sweden KB.

The Body Shop's stores will continue to be open as usual until further notice. Below you will find answers to frequently asked questions and information on how to report your potential claim in the bankruptcy. Please note that this information only applies to Body Shop's own stores and not so-called "franchise stores".

Open purchase and exchange rights

During bankruptcy, open purchase and exchange rights do not apply. This means that during bankruptcy it is not possible to return or exchange goods bought either before or after the bankruptcy order.

Complaints

The right of complaint does not apply to goods purchased before the bankruptcy. Any claims for compensation due to defective goods can be filed in bankruptcy according to the instructions below.

If you bought a product after the bankruptcy decision, the right of complaint applies in the usual way.

Possibility of compensation for purchases on credit

If, before the bankruptcy, you paid for a purchase with some form of credit, such as a credit card, you may, under certain conditions, be able to exercise your right to object under the Consumer Credit Act. You can do this by submitting your claim for compensation directly to your creditor.

Gift cards, membership bonuses, etc.

Gift vouchers, membership bonuses and other credit balances are not valid as means of payment in bankruptcy. If you have such a balance, you can file your claim in bankruptcy according to the instructions below.

Report your claim to the bankruptcy estate

If you have a claim against the Body Shop, you can report this by emailing the claim to kunder.bodyshop@se.dlapiper.com. The notification must contain the following information:

- Full name and address.
- Total claim (amount).

Compensation possibilities are limited

In bankruptcy, company debts are paid from the bankruptcy estate's funds according to a certain order of priority, which means that prioritised creditors are paid before unprioritised creditors. Consumers are typically non-priority creditors in a bankruptcy, which means that there is little prospect of recovering the money. If a distribution to unsecured creditors becomes necessary, a monitoring procedure will be initiated and those who have filed claims in the bankruptcy will be informed by post. You will then need to present a receipt or equivalent documentation as a basis for your claim.

Please note that it is estimated that it may take approximately 6-12 months before a decision can be made on whether you can claim any compensation in the bankruptcy.

