



swisscom

Online Shop Terms of Sale

Combined provisions for purchases and subscriptions

Area of application, general

These online terms of purchase and delivery apply to all transactions (particularly the purchase of products or the provisioning of services) that customers conduct with Swisscom (Switzerland) AG (hereafter referred to as "Swisscom") in the Online Shop. They also apply to the terms accepted as part of the purchase or subscription arrangement, such as the guarantee conditions and General Terms and Conditions, and they take precedence over such arrangements in the event of discrepancies.

The prices quoted include value-added tax.

Ordering

Orders are possible from Switzerland and the Principality of Liechtenstein. The presentation of products and services by Swisscom in the Online Shop is always non-binding and qualifies as an invitation to make an offer. A customer's order is considered as an offer of purchase directed at Swisscom. The contract comes into effect with the delivery of the products or the activation of the service.

Swisscom can only deliver the individual items while stocks last. The customer shall be informed as quickly as possible if there are any impediments to delivery. In such cases, the customer has the option of cancelling the respective order immediately. Swisscom can set limits for orders: both limits per order as well as limits per unit time.

The customers agree to provide truthful information. Persons under the age of 18 or persons who are not legally capable of acting on their own behalf confirm with their order that they have the approval of their legal guardian for the corresponding transaction.

Swisscom's records regarding the orders placed by customers are considered correct, insofar as Swisscom's investigations do not reveal any indication of a relevant error.

Confidentiality of customer data, data protection

When processing personal data, we comply with the Swiss law regarding data protection and telecommunications. Protecting your private sphere, and in particular data protection, is very important to us.

So that you can order, obtain or modify products and services via the Internet, we must also record your personal data. This is the only way that we can constantly adjust and improve our choice of products and services to meet your requirements. Swisscom may use customer information for internal marketing purposes.

Special data protection provisions in other components of the contract are reserved.

Newsletter for the Swisscom Online Shop?

When you subscribe to the newsletter you will be provided with news and interesting promotions on a monthly basis. You will receive this newsletter even without registering for it if, when placing an order, you agree that we may send you marketing information.



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What is an online voucher and how can I redeem it?

The online voucher is a personal credit that entitles you to a discount when making a purchase in the Online Shop. It may only be redeemed in the Swisscom Online Shop. Please note that the online voucher is valid for a limited period of time and that only one voucher per person and order may be used.

To deduct the value of the online voucher from a purchase price, simply enter your personal 8-digit code in the appropriate field in the shopping cart under Step 1 "Payment method".

The online voucher may be redeemed for a wide range of products and services. Products that are excluded from voucher redemption include: gift vouchers from Swisscom, Taxcards, PWLAN Cards, NATEL® Value Cards. Likewise, the online voucher may not be applied to leased products.

Jurisdiction, applicable law

Agreements concluded in this Online Shop are subject to Swiss law. Place of jurisdiction is Berne. Other jurisdictions may apply if required by law.

Purchasing products

Shipping method

Both express and normal shipments will be sent as "registered" post.

Shipping expenses

The following shipping and packing costs will be charged as a lump sum for the entire order.

Cost of normal shipment: CHF 6.50, orders with a value of CHF 100.00 or more will be shipped free of charge.

Cost of express post shipment: CHF 24.50

Cost for payment on delivery service: CHF 18.00

Where we deliver

We are happy to ship ordered goods to any address within Switzerland and the Principality of Liechtenstein.

Terms of delivery

Normal shipment: Orders received by noon will be processed on the same day and then handed over to our logistics partner, "Swiss Post".

Express shipments

Express orders that are received before 10 a.m. will be handed over to our logistics partner on the same day.

Express orders received after 10 a.m. will be delivered by 9 a.m. the following day.

Please note that "Swiss Post" does not deliver any packages at the weekend.

Order status

Send us an [e-mail](#) (incl. order number), or ring the toll-free number 0800-800-851.

Gift service

Most of our products can be ordered with gift wrapping. This service is free of charge and can be selected when placing the order.



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Terms of redemption

You have the right to return purchased products within 14 days of the sales date, provided that the delivered items are:

- undamaged
- functional
- complete
- in the original packaging (incl. documentation and bill of delivery)

Exempted from the right of return are DVDs and CDs (games and other software), consumables, cards or directories products (unless they are still unopened and in the original packaging).

Returns must be sent to the following address by registered post within 14 days:

Swisscom (Switzerland) AG
Materialrücknahme
4551 Derendingen

Shipping risks and costs will be borne by the customer.

Guarantee provisions

The guarantee shall not apply to operating materials and consumables such as disposable or rechargeable batteries and data carriers (e.g. the user guide delivered on a CD or as a hard paper copy), nor shall it apply to defects due to normal wear and tear, improper handling or deliberate or negligent damage caused by the buyer or third parties.

All guarantee provisions are also listed under [Legal information](#).

Payment method

In the Swisscom Online Shop, the following payment methods are available to you for effecting purchases:

Charge added to your Swisscom phone bill

You can make a purchase by simply having it charged to the monthly phone bill, which is the easiest way to shop with us.

If the customer chooses to pay via the Swisscom bill, he or she accepts that in the event of a delayed payment Swisscom shall be able to adopt the same actions as in the case of a delayed payment related to a subscription and connection fees.

Paying with a credit card

The following credit cards are accepted in the Swisscom Online Shop:

- Eurocard/Mastercard
- Visa
- American Express

Your credit card details will always be encrypted according to the highest standard.

If the customer pays with a credit card, he or she shall authorise Swisscom to assign its claims to the corresponding credit card company. Swisscom reserves the right to ship the consignment with payment on delivery.

Separate invoice

You also have the option of paying for your order by invoice.

Payment on delivery



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We will charge you CHF 18.50 for payment on delivery orders. That amount corresponds to the costs charged by Swiss Post.

Termination of NATEL® subscriptions

Additional provisions

[Online Shop Special Terms for NATEL®](#)