



Trustmark Swiss Online Guarantee

All members of the HANDELSVERBAND.swiss are entitled to display the trustmark “Swiss Online Garantie” in their online shop and use it for advertising purposes.

The trustmark shall provide online shoppers with orientation and security.

The trustmark was established in the 1980s and was renewed in 2014. It stands for a secure and safe shopping experience with reliable merchants.

WHAT THE TRUSTMARK SWISS ONLINE GUARANTEE STANDS FOR:

1. a right of return of the merchandise within 14 days (some exceptions apply)
2. no extra fees – duty and tax are included in the price
3. returns within Switzerland
4. shopping according to Swiss law
5. arbitration by E-Commerce Ombud Office in case of a conflict between customer and merchant
6. compliance with our code of conduct

1. A RIGHT OF RETURN WITHIN 14 DAYS (SOME EXCEPTIONS APPLY)

In general, we ask our members to offer a right of return of the merchandise. In some situations, this is difficult to implement. The following products, which are of a special nature, may be excluded from the right of return:

- food and beverages
- medicine, supplements and other remedies
- customized and personalized products
- copyright protected products
- hygiene sensitive products
- opened or unsealed consumables (e.g. toner)
- opened electrical goods and products of the same nature that have been put into operation (e.g. phones, computers, TVs)
- articles bound to explicit and written contracts

In general, products may not be used, otherwise the right of return becomes null. In any case the right of return applies, if a substantial Error ([OR Art. 24](#)) or [Fraud](#) (OR Art. 28) occurs.

2. NO EXTRA FEES AT THE DOORSTEP – DUTY AND TAX ARE INCLUDED IN THE PRICE

A price is a price – no surprise fees for duty and taxes at your doorstep. Our members are obliged to deal with all import procedures for their customers and to bear such additional costs.

3. RETURNS WITHIN SWITZERLAND

All returns take place in Switzerland and must never be shipped abroad by customers. A possible return to a foreign country must be handled and paid for by members of the VSV.

4. PURCHASE ACCORDING TO SWISS LAW

- payment in Swiss Francs CHF
- warranty claims according to Swiss law
- contact through Swiss phone number

5. ARBITRATION BY E-COMMERCE OMBUDS OFFICE IN CASE OF A CONFLICT BETWEEN CUSTOMER AND MERCHANT

- In case of a dispute between customers and merchants, all members are bound to arbitration through the E-Commerce Ombuds Office, at first instance. The E-Commerce Ombuds Office is open to all customers and merchants for neutral mediation and dispute resolution
- The E-Commerce Ombuds Office may be reached by e-mail: Ombudsstelle@konsum.ch or by phone: +41 31 380 50 39

6. COMPLIANCE WITH OUR CODE OF CONDUCT

By extending our code of conduct to us and all members, we contribute to a safe and secure online shopping experience. Thereby, we enable a safe web shopping. With this certificate and a few guidelines, we can offer security to all online consumers – without any law.

THERE ARE SOME RESTRICTIONS OF OUR TRUSTMARK...

A label does not have the power to avoid nor solve all issues. It can neither influence any delivery times nor can it standardize any style of communication, wording or human conduct. Mistakes may happen to all, even to our members. If such mistakes happen, we shall be open and honest about it.

Errors are to be understood in an overall context which is presented by our members as follows:

- 55 parcels per year
- 14 returns per year
- more than 45 million payment transactions

Our members cooperate and collaborate with hundreds of providers and are willing to do (almost) everything for an order and a satisfied customer. The online business is far more complex than what it seems at first glance. The many interfaces among technology, people and merchandise are potential sources of errors, and we do our best to reduce and eliminate such mistakes – because there is one thing we know for sure:

An angry and dissatisfied-customer means a lost customer. That is the last thing any online merchant wishes for.