



Trustmark Swiss Online Garantie

All certified members of the HANDELSVERBAND.swiss have the right to use our trustmark Swiss Online Garantie in their online shop and on promotional materials. This quality label shall provide consumers with guidance and security when shopping online and making purchasing decisions. Originally established in the 1980s and replaced by a new version in 2014, the trustmark stands for a secure and safe shopping experience with reliable merchants.

THE TRUSTMARK SWISS ONLINE GARANTIE STANDS FOR:

- 14-day return policy for consumers (with few exceptions)
- No additional costs upon arrival - customs cleared and taxed
- Returns within Switzerland
- Shopping according to Swiss law
- Mediation by the E-Commerce Ombudsman's Office in case of a conflict between customer and merchant
- Compliance with the **Swiss Online Garantie** certification criteria

14-DAY RETURN POLICY FOR CONSUMERS (WITH FEW EXCEPTIONS)

In general, we require our certified members (online retailers) to offer their customers the right to return the merchandise. However, in certain situations, this is easier said than done - or simply not appropriate - due to the nature of the product. The following products may be excluded from the right of return:

- Food (including beverages and dietary supplements)
- Goods that are perishable or whose expiration date would be quickly exceeded
- Living products (such as plants, breeding kits, beneficial insects)
- Medicines and medical devices
- Custom-made, personalized, or made-to-order products (e.g., tailored suits, engraved items, modular furniture, prescription glasses, etc.)
- Products not suitable for return for hygiene or health reasons, such as toothbrushes, body piercings, erotic items, underwear, mattresses, etc.
- Opened or unsealed consumables (e.g., toner cartridges or batteries)
- Electrical and electronic devices (e.g., refrigerators, laptops, lamps) that have been switched on and/or configured and can therefore only be resold with significant effort and at a reduced price
- Products offered at a reduced price for a limited time, provided this is indicated in the offer or, at the latest, on the product detail page
- Goods or services whose price depend on fluctuations in the financial market over which the entrepreneur has no influence, and which may occur within the return period
- Books, newspapers, magazines, or periodicals
- Audio or video recordings or computer software delivered on a physical data carrier (e.g., CDs, DVDs) once the original packaging has been opened or the seal broken
- Digital content not supplied on a physical data carrier
- Vouchers (digital or physical)
- Leisure-related services (e.g., accommodation or events), provided the contract specifies a particular date or period for their provision

It is permissible to exclude or limit the right of return if a product has been used or if the original packaging is missing or damaged - as long as the customer is still able to inspect the products (e.g., by trying them on).

A product is considered used if it shows signs of wear (such as odor, stains, etc.), has been inseparably mixed with other goods, or can only be resold in its returned condition with significant repair/restoration effort or at a reduced price (e.g., opened Lego sets or puzzles, unsealed perfumes, etc.).

NO ADDITIONAL COSTS UPON DELIVERY – CUSTOMS CLEARED AND TAXED

A price is a price - no unexpected additional charges for customs clearance or VAT upon delivery. Our certified members (online retailers) are required to handle all import formalities on your behalf and bear the costs.

RETURNS WITHIN SWITZERLAND

Goods may be returned within Switzerland. In the event of a return to another country, the certified member guarantees return shipping abroad at the rate of comparable domestic shipping.

SHOPPING ACCORDING TO SWISS LAW

- You pay in Swiss francs (CHF)
- Warranty claims in accordance with Swiss law
- Contact via Swiss telephone number or call-back option

MEDIATION BY THE E-COMMERCE OMBUDSMAN'S OFFICE IN CASE OF A CONFLICT BETWEEN CUSTOMER AND MERCHANT

Our certified members (online retailers) commit to involving the **E-Commerce Ombudsman's Office** as the first point of mediation in the event of a dispute. The Ombudsman's Office is available to both consumers and online retailers to provide neutral conflict resolutions.

The services of the E-Commerce Ombudsman's Office is free of charge. All requests must be submitted via our **online form**.

You can reach the E-Commerce Ombudsman by phone at **+41 31 380 50 34**.

COMPLIANCE WITH THE SWISS ONLINE GARANTIE CERTIFICATION CRITERIA

HANDELSVERBAND.swiss has established a catalogue of certification criteria that all its certified members (online retailers) must meet, thereby contributing to safe online shopping in Switzerland. Our aim is to establish a solid framework for secure online shopping from a business perspective. Through a trustmark and a set of core principles, we provide consumers with trust and reassurance - without requiring additional regulation.

Click here to **download the catalogue of certification criteria in German or French**.

For more information about the **Trustmark Swiss Online Garantie**, please visit www.swiss-online-garantie.ch

WHAT A TRUSTMARK CANNOT GUARANTEE

A trustmark cannot eliminate every possible shortcoming of a company - such as delivery delays, insolvencies, or communication issues. However, HANDELSVERBAND.swiss and the E-Commerce Ombuds Office welcome such feedback, as it helps us initiate constructive dialogue with the companies involved.

Even certified members can make mistakes or face unexpected challenges - that's part of doing business. Errors are to be understood in an overall context which is presented by our members as follows:

- 70 million orders per year
- 75 million parcels per year
- 17 million returns per year

Our members cooperate and collaborate with hundreds of providers and are willing to do (almost) everything to ensure smooth orders and satisfied customers. Online retail, however, is more complex than it may appear at first glance. The many interfaces between technology, people, and products create potential sources of error that must be constantly monitored and minimized - because one thing is certain:

An unhappy customer means one (or several) lost customers - and that is the last thing any online retailer wants.