

Terms and conditions for repairs

1. Scope

These terms and conditions for repairs govern repairs under contractual guarantee (hereinafter "guarantee") and out-of-guarantee repair orders. Guarantee services can only be provided if the product is still within the guarantee period and the fault to be repaired is classed as a device fault that is covered by the guarantee.

If the guarantee has not yet expired, but it is determined during inspection of the device that the repair is not covered by the guarantee, Swisscom (Switzerland) Ltd (hereafter "Swisscom") will inform the customer of this. If the device is not a write-off, the customer may place an "out-of-guarantee repair order" with Swisscom (see Sections 2 and 4 below). Should the customer forego this option, they must collect the unrepaired device within 30 days, otherwise it will be disposed of by Swisscom.

2. Common provisions

By accepting the repair order Swisscom undertakes to carry out the repair in a manner consistent with the current technology. Swisscom may appoint an authorised partner or third party licensed by the manufacturer hereinafter collectively referred to as "third parties commissioned by Swisscom") to provide the services.

The backup of data (photos, contacts, etc.) and the deletion of this data on the device are the sole responsibility of the customer and the customer shall bear all corresponding consequences (e.g. loss of data, knowledge of existing data on the device by Swisscom or third parties commissioned by Swisscom) if this is not done or not done properly.

If Swisscom or a third party commissioned by Swisscom carries out a data backup or data deletion, the guarantee for the success and completeness of the backup or deletion is excluded. Any claims and - to the extent permitted by law - any liability are excluded.

The customer shall check the functionality of the repaired device promptly upon receiving it.

If the customer is given a courtesy device for the duration of the repair, the customer shall be responsible for any damage or loss of this device. Swisscom reserves the right to charge the customer for costs incurred thereby.

3. Repairs under guarantee

Guarantee services will be provided in accordance with the "Guarantee terms of Swisscom (Switzerland) Ltd", which apply instead of the warranty and compensation claim provisions of the Swiss Code of Obligations. Extracts from the guarantee terms are included in the following paragraph and the common provisions (Section 2). In all cases, the "Guarantee terms of Swisscom (Switzerland) Ltd" shall prevail.

If Swisscom repairs or replaces a device under guarantee, such a repair or replacement will be guaranteed for 6 months or for the remainder of the existing guarantee period, whichever is longer. These guarantee periods are neither suspended nor started anew as a result of services being provided under the guarantee.

4. Out-of-guarantee repair orders

4.1 General

A repair order is an order issued by the customer to Swisscom to provide repair services for a fee. If Swisscom quotes for the repair, the price quoted shall be the maximum price. If the costs for a repair exceed an economically reasonable threshold, the item in question will be deemed a write-off and Swisscom will advise the customer that a repair is not possible. In such a case, the quotation for repair will be cancelled and there will be no entitlement to a replacement. Unless the customer gives notice to the contrary or the device is collected by the customer, the faulty item will be disposed of after 30 days. If the customer accepts a subsidised offer from Swisscom in exchange, ownership of the faulty item will pass to Swisscom. Swisscom will perform the repair at its earliest convenience, subject to operational feasibility. Any deadlines specified are for guidance only. If Swisscom is unable to complete the repair by the deadline for reasons attributable to a third party, the customer shall not be entitled to cancel the order.

4.2 Rectification

If a repair is unsuccessful, the customer shall be entitled to free rectification. If the rectification is unsuccessful, the customer shall be entitled to cancel the repair order and demand reimbursement of all related payments.

4.3 Guarantee for repair services

Swisscom provides a six-month guarantee for repair services. This guarantee does not include operating material and consumables such as batteries, rechargeable batteries or user guide or defects caused by normal wear and tear, improper use or deliberate or negligent damage by the buyer or third parties. The guarantee is also excluded for defects for which there are concrete indications that they are attributable to the effects of liquid, moisture or other external influences (damage caused by dropping, pressure or impact or damage in transit). If interventions are made by parties other than Swisscom or without its approval, the warranty shall become null and void.



4.4 Terms of payment

Costs incurred must be paid in cash at the point of sale (POS). Invoices must be paid by the deadline specified on the invoice form. The buyer shall bear the cost of collection and delivery. Additional services are subject to separate agreements.

4.5 Swisscom liability

In the event of a breach of contract, Swisscom shall bear liability for the proven damage unless it can demonstrate that it was not at fault. In cases of slight negligence, liability shall be limited to the repair payment amount. Liability for consequential damage and loss of profits is completely excluded.

4.6 Applicable Law and Place of Jurisdiction

This repair order is governed by Swiss law. Bern is the place of jurisdiction.

July 2023