

Ordering and delivery conditions for Mobile services from UPC

August 2022



1. Scope of application

These ordering and delivery conditions shall apply to all orders for Mobile services placed with UPC. Unless stated otherwise in these ordering and delivery conditions, the General Terms and Conditions for Mobile Services from UPC shall apply, as well as the contractual terms for the specific services and products.

2. Ordering

2.1. General points about ordering

All orders will be confirmed by UPC. The customer confirms that he or she has read and acknowledged the General Terms and Conditions for Mobile services from UPC when ordering.

2.2. Prices

The prices published on the upc.ch website shall apply. Prices are subject to change. All prices are quoted in CHF and include VAT.

2.3. Restrictions

UPC reserves the right to reject orders for various reasons. The customer will be informed accordingly if his or her order is rejected. To order Mobile services from UPC, the customer must be in the possession of one of the following forms of identification: valid Swiss passport, valid Swiss identity card, valid identity document B for foreign nationals (residence permit) or valid identity document C for foreign nationals (establishment permit).

3. Delivery

3.1. General points about delivery

Delivery is only possible within Switzerland. The products will be delivered to the stated delivery address using Swiss Post's standard service. Delivery will take place during the normal delivery times. If the customer is not home at the time of delivery, he or she can collect the delivery from a post office within seven (7) working days.

3.2. Delivery costs

In general no additional delivery costs will be charged. If additional delivery costs are applicable, these will be communicated at an early stage when the order is placed.

3.3. Acceptance in person

When delivering Mobile products from UPC, Swiss Post is obliged to check the purchaser's identity. For this reason, the customer should be at home at the time of delivery and have the relevant form of identification to hand. At the same time, the contract for Mobile services must be signed personally by the customer upon delivery of the goods. If the customer appoints a third party to represent him or her without authorisation, UPC reserves the right to terminate the contractual relationship for Mobile services from UPC without notice.

4. Returns

If the devices were delivered by post, purchased products can be returned within fourteen (14) days of receipt. This shall apply provided that the delivered item is returned undamaged, complete and in the unopened original packaging. Returns can only be notified to the customer service by calling 0800 66 88 66. **Devices purchased directly in the UPC Shop or from sales partners** can, however, only be returned to the same place from which they were acquired.

5. Warranty

The warranty period shall commence upon receipt of the device and shall last 24 months. **If the devices were delivered by post**, warranty cases can only be notified to the customer service by calling 0800 66 88 66. **Warranty cases for devices purchased directly from sales partners** can, however, only be notified at the same place as that from which they were acquired.

Sunrise LLC
Postfach
8050 Zürich
0800 66 88 66
upc.ch