

Online Shop order and delivery conditions

LEBARA

1 Area of application

These order and delivery conditions apply to all transactions completed by customers in the Lebara Mobile Online Shop. Unless otherwise specified in these order and delivery conditions, the Lebara Mobile general terms and conditions (GTC) found at www.lebara.ch as well as the otherwise individual contract conditions for specific products and services shall apply. This version is valid starting March 28, 2017.

2 Order

2.1 Prices

Value added tax is included in all prices. The prices published in the Lebara Mobile Online Shop apply. Subject to price changes.

2.2 Delivery costs

Shipping and packing costs: CHF 0.00. Cash on delivery: CHF 0.00. *

* Devices purchased in conjunction with mobile subscriptions are delivered for cash on delivery. The customer must pay this amount to the mail carrier (cash only) or at the post office (card payment possible), before the device can be handed over to them.

2.3 Products

If a product cannot be delivered at the time of the order, the customer will be informed immediately. In this case, the customer will have the option of cancelling the order. They must cancel it immediately though. Lebara Mobile reserves the right to limit the delivery quantities for certain products, per order as well as per period of time.

Prepaid: A maximum of 5 SIM cards can be registered for each customer. Lebara Mobile is entitled to reject any orders for more than the quantity permitted. Mobile subscriptions: A maximum of 3 SIM cards can be registered for each customer. Lebara Mobile is entitled to reject any orders for more than the quantity permitted.

2.4 Customer's duties

Before placing an order, the customer is responsible for checking the mobile network coverage at www.sunrise.ch/en/residential/mobile/mobile-network/network-coverage.html

2.5 Order confirmation

Deliveries can only be made within Switzerland. All orders are confirmed by Lebara Mobile. The general terms and conditions (GTC) of Lebara Mobile also apply.

3 Delivery

3.1 General

Products and services are delivered through standard shipping offered by the postal service.

3.2 Delivery area

Delivery is only provided for Switzerland. The delivery will be made to the delivery address indicated by the customer in the order.



3.3 Delivery time standard service

The delivery is made during normal postal service delivery hours.

3.4 Delivery during absence

If the customer is not home at the time of delivery, they must retrieve the delivery from the post office within seven days.

4 Identification

4.1 General

When products and services are delivered together with a Lebara Mobile product, the postal service employee completing the delivery must check the recipient's identity. If your personal information does not match the order, the delivery may not be entrusted to you. So please make sure that the personal information you provided matches the specified identification document.

4.2 Valid documents for identification

For natural persons who are residents of Switzerland, the following forms of ID are accepted.

- Valid Swiss passport
- Valid Swiss identification card
- Identification B, residence permit
- Identification C, permanent residency permit
- Identification Ci, residence permit with permission to work
- Identification G, cross-border commuter permit (address in Switzerland is required)
- Identification L, brief residency permit

5 Warranty provisions

If the device is defective, customers can take advantage of the manufacturer's warranty of 12 or 24 months for any brand of device purchased from Lebara Mobile. Benefits under the warranty are provided in accordance with the conditions of the respective manufacturer. Lebara Mobile does not offer any additional warranty services for devices purchased from Lebara Mobile, subject to the following repair warranty.

After purchase, the customer is obliged to check the device and report any defects immediately. If a defect is immediately reported by the customer, Lebara Mobile and/or the manufacturer can choose to repair the device or replace it with a comparable device. Cancellation of the contract is excluded. The customer is obliged to back up the data stored on the hardware. Liability for lost data is excluded. For replaced or repaired hardware, a warranty period of three months applies, unless the original warranty period has a longer duration and the manufacturer's warranty does not provide any other warranty period. Things that are excluded from the warranty include normal wear and tear on the device, improper use, defects caused by outside influences (force, fall, water, moisture, heat, cold, malware, viruses, etc.), and insufficient compatibility with technical infrastructures. If the customer opens up the hardware, the right to a repair or replacement is void.

