

A) Common provisions for purchases and subscriptions**1. Scope, general**

These terms of online purchase and delivery apply to all transactions (especially the purchase of products or ordering of services) between customers and Swisscom (Switzerland) Ltd ("Swisscom") in the Online Shop. These terms supplement and, in the case of inconsistencies, take precedence over the conditions accepted during the purchase or subscription agreement, such as the warranty terms and General Terms and Conditions, for example. Prices include VAT.

2. Ordering

Orders are accepted from within Switzerland and the Principality of Liechtenstein only. The presentation of Swisscom products and services in the Online Shop is always non-binding and constitutes an invitation to submit an offer. A customer order will be construed as an offer to Swisscom. The contract enters into force upon delivery of the products or activation of the service. Swisscom can only deliver individual items while stocks last. The customer will be informed of delivery delays as early as possible. In such a case, the customer will have the option of cancelling the order immediately.

Swisscom reserves the right to set order limits, both per order and per unit of time.

Customers shall be bound by the obligation of truthfulness. Individuals who do not possess full capacity to act shall confirm at the time of ordering that they have the consent of their legal representative to enter into the respective transaction.

Swisscom's records of its customer orders will be deemed accurate provided that investigations by Swisscom do not uncover any mistakes in this regard.

3. Confidentiality of customer data, data protection

When processing personal data, Swisscom adheres to the Swiss law on data protection and telecommunications. Protecting privacy and personal data in particular is very important to Swisscom.

For customers to be able to order, receive or amend products and services over the Internet, Swisscom must collect their personal details (first name, last name, address, e-mail address, phone number, date of birth and payment details, for example). Swisscom may use the

customer details for internal marketing purposes; the customer is at liberty to refuse permission for this. Data will not be forwarded to third parties for advertising purposes.

Special data protection provisions in other contract elements shall be reserved.

4. Newsletter

Customers who subscribe to the newsletter will be informed periodically about news and interesting promotions. Customers will also receive the newsletter without subscribing if, at the time of order placement, they give their consent to Swisscom sending them marketing information.

The customer is free to unsubscribe from the newsletter at any time.

5. Place of jurisdiction, applicable law

Contracts entered into in the Swisscom Online Shop are subject to Swiss law. Bern is the place of jurisdiction. Compulsory places of jurisdiction are reserved.

B) Additional terms for product purchases**6. Delivery**

Type of delivery

Products are sent by registered post. For deliveries relating to a mobile subscription, the ID selected in the order must be presented before the goods can be handed over. These personal and address details and the signature of the ordering person on the contract must match in order for the products to be handed over. This information is checked when the postal employee hands over the goods.

Delivery costs

Postage: free.

Regions delivered to

Goods ordered in the Swisscom Online Shop can only be delivered to Switzerland and the Principality of Liechtenstein.

Delivery periods

Postage: Orders will be processed as quickly as possible and then handed over to our logistics partner "Die Schweizerische Post AG".

Order status

The current status of an order can be queried in the Customer Center or the MySwisscom app.

7. Returns

Customers have a right of return for all purchased products within 14 days from the purchase date, provided the items delivered are:

- Undamaged
- In working order
- Packaged in the complete original packaging (including documentation and delivery note)

The following items are excluded from the right of return: DVDs and CDs (games and other software), consumables, phone card or Directories products (unless unopened in the original packaging). Returns must be sent to the following address by registered post before expiry of the 14-day return period:

Swisscom (Switzerland) Ltd
Luterbachstrasse 1
4551 Derendingen

Delivery risks and costs will be borne by the customer.

8. Warranty terms

The following are not covered by the warranty or guarantee:

- Operating material and consumables, such as batteries, rechargeable batteries or information carriers (e.g. the user guide on CD or the print version).
- Defects caused by normal wear and tear, improper use or deliberate or negligent damage by the customer or third parties.
- Defects attributable to the effects of moisture or other external influences (damage caused by dropping, pressure or impact including damage in transit).

The warranty will become void if any intervention is made by a party other than Swisscom or without its approval.

The full warranty terms can be found at www.swisscom.ch/en/residential/legal-information.html

9. Payment method

Depending on the product purchased, you can choose from the following payment methods:

Charging to your Swisscom telephone bill

You will be charged to your monthly mobile or fixed-network bill. Only connections with an active Swisscom subscription can be used.

In the event of default of payment, Swisscom can resort to the same measures as for default of payment for subscription and call charges.

Credit card, PostFinance card

Credit card data is encrypted according to the highest possible standard. The customer authorises Swisscom to assign its receivable claims to the respective credit card company.

The following credit cards are accepted:

- Eurocard/Mastercard
- Visa
- American Express

Paying with the TWINT app via smartphone

The purchase amount will be debited directly from your bank account, your credit card or your TWINT account. All payments can be viewed in the app under “*Bewegungen*” (Transactions).

Separate bill

Separate bills will be sent with a paying-in slip. The same terms of payment apply as for charging to your telephone bill.

Swisscom voucher

The value of the Swisscom voucher must exceed the order value (partial payments not possible). Only one Swisscom voucher may be redeemed per order.