

## Conditions of the Swisscom Buyback offer

As part of its partnership with Swisscom (Switzerland) Ltd, hereafter referred to as "Swisscom", RS Switzerland SA, hereafter referred to as "RS", offers to buy back your smartphone in the [Swisscom Online Shop](https://www.buyback.swisscom.ch) or via the website [buyback.swisscom.ch](https://www.buyback.swisscom.ch). Your old smartphone will be resold by RS as a second-hand mobile phone or will be recycled by one of RS's partners. To take advantage of this offer, the conditions set out below must be met.

All customers wishing to sell their smartphone to RS in the Swisscom Online Shop or the website [buyback.swisscom.ch](https://www.buyback.swisscom.ch) are subject to these conditions and accept them unreservedly and unconditionally.

### Which conditions do you need to meet to sell your smartphone through Swisscom Buyback?

- > You declare that you are the sole and unconditional owner of the smartphone to be sold and that you reside in Switzerland.
- > You declare that you have full legal capacity (legal competence) or, if this is not the case, have the authorisation of your legal guardian (parent, guardian) to sell the smartphone.
- > You declare that the smartphone is complete and in the condition you described on the website.
- > You declare that you have stored all the data from your smartphone (contact information, photos, music, news etc.). RS and Swisscom accept no liability for data loss. We also recommend that you delete all data, especially the PIN and passwords of the smartphone.
- > The SIM card and memory card must be removed from the smartphone. RS and Swisscom accept no liability for data/cards that have not been removed or for any use of the smartphone resulting from failure to remove the SIM card.
- > RS will delete any data remaining on the smartphone in an appropriate manner, but does not guarantee this nor accept any liability. Under certain circumstances, third parties may have access to data stored on the device. RS and Swisscom accept no liability for this.
- > Selling the smartphone will not release you from any contracts with mobile phone providers or instalment agreements. You will still have to pay off any outstanding amounts. Please cancel these contracts in due time;
- > You declare that you are acting as a natural person and residential customer. You declare that you are not acting as or on behalf of a legal entity and/or as a trader (except as a sole trader);
- > You declare that the smartphone is not stolen or counterfeit. If it is, you will receive no payment for the smartphone, and the phone will be handed over to the competent law enforcement authorities.
- > For Apple devices, the "Find my iPhone" feature must be disabled; for Android devices, the device must be removed from your Google Account.

### Determining the mobile phone price for Swisscom Buyback

- > The device value will be calculated at the Swisscom Online Shop or at [buyback.swisscom.ch](https://www.buyback.swisscom.ch). This value is regularly adjusted depending on the market value. To trade in a current smartphone, the Swisscom-calculated return value must be at least CHF 1.– and the returns conditions on [buyback.swisscom.ch](https://www.buyback.swisscom.ch) must be satisfied. The return value is based on a number of different elements, including demand, new devices launched, the price of new devices, average quality, handling fee etc.
- > It represents an offer of sale by you to partner company RS, which confirms its acceptance of the offer. RS remains bound to this offer until it receives the mobile phone, which must be sent to RS within a maximum of 30 calendar days from receipt of the new smartphone ordered from the Online Shop.
- > A deadline of 30 calendar days from the transaction date applies to the offer on [buyback.swisscom.ch](https://www.buyback.swisscom.ch).
- > Once RS has received the smartphone and checked it over:
  - o If the smartphone matches the description provided on the Online Shop, the value offered will be used as the discount against the new device. In this case, you will receive a notification by e-mail and in your Swisscom Customer Center.
  - o If the smartphone matches the description provided on [buyback.swisscom.ch](https://www.buyback.swisscom.ch), the credit amount or amount transferred will correspond to the offer accepted during the purchase transaction on [buyback.swisscom.ch](https://www.buyback.swisscom.ch). In this case, you will be sent a confirmation e-mail.
  - o If the smartphone does not meet the agreed criteria or was not sent within the agreed deadline, Swisscom will make you a counter offer by e-mail. You can accept or reject this by e-mail within a maximum of seven calendar days.
- > If you reject the offer, your smartphone can be sent back to you.
- > If you accept or fail to respond within seven days, your smartphone will be handed over to RS under the terms of the counter offer.
- > If the device value has already been deducted from the price of the new device in the Swisscom Online Shop, the difference from the counter offer will either be debited or credited on your monthly subscription bill.

### Transfer of mobile phone ownership to RS

- > As part of the transaction, the customer transfers ownership of the smartphone to RS directly, in full, without restriction and irrevocably as soon as you receive notification confirming the value of the device after receipt of the product by RS. In case of deviations (counter offer by e-mail after receipt of the product), the transfer of ownership becomes effective upon receipt of your acceptance e-mail.
- > If you own a mobile phone which you would like to sell to RS, but which is not sold in the Online Shop or at [buyback.swisscom.ch](https://www.buyback.swisscom.ch), or which does not meet the purchase criteria, you can donate it to the charity, Swisscom Mobile Aid, in a Swisscom Shop. For more information, please visit [www.swisscom.com/mobileaid](https://www.swisscom.com/mobileaid)

### How does shipping work?

- > RS will pay the postage for your smartphone. Upon successful completion of the transaction in the Online Shop, you will receive a pre-paid label in your Swisscom customer area.
- Upon successful completion of the transaction at [buyback.swisscom.ch](https://www.buyback.swisscom.ch), you have the following options:
  - o RS can provide you with a pre-paid, padded envelope. RS will deduct costs of 6 CHF from your credit for this, or
  - o You can print out the pre-paid label attached to the confirmation e-mail and use this to post your smartphone. RS will pay all the postage fees in this case.
- > Neither Swisscom nor RS shall be liable for loss of the parcel by Swiss Post and will not grant any compensation. Swiss Post is responsible for shipping. If it loses your parcel, you must file a complaint with Swiss Post.

### Which conditions apply to payment?

- > You can sell your smartphone to RS in Swisscom's Online Shop in return for:
  - o A discount on the purchase of a new device: the buyback value will then be deducted directly from the price of the new device. This applies for all payment methods, including device instalments.
- > At [buyback.swisscom.ch](https://www.buyback.swisscom.ch), you can sell your smartphone to RS in return for:
  - o RS credit on your Swisscom bill. This will show on your next Swisscom bill or the one after, following the transaction date, if the condition of the device matches your description. If the device is revalued, the applicable date will be the date on which you accept the new offer by e-mail or
  - o A bank transfer from RS to your bank account. This will be made within 48 hours of receipt of the e-mail confirming that the product received meets the purchase criteria or 48 hours after your acceptance of the new offer.
- > Alternatively, you also have the option of donating some or all of the amount valued for your phone to SOS Children's Villages. For donations over CHF 100.–, you will receive a donation receipt in February of the following year. RS informs SOS Children's Villages about the name and address of these customers to allow a donation receipt to be generated. The details of Swisscom Buyback customers who receive a donation receipt are stored automatically for regular e-mails from SOS Children's Villages. Customers no longer wishing to receive these e-mails must unsubscribe.

### What personal data do we collect?

Swisscom and RS adhere to the current legislation when processing seller data. Only the data required for the transaction will be processed. Your personal details will not be published, sold or made accessible to third parties.

### Applicable law

These offer conditions are governed by Swiss law. Bern is the place of jurisdiction. Subject to the mandatory jurisdictions. If you have a complaint, we recommend that you contact the Swiss customer service team to find an amicable solution.

### Details

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