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 or via the website 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 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.
> You declare that you are acting as a natural person and residential customer. 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.
> For Apple devices, the “Find my iPhone” feature must be disabled; for Android devices, the device must be removed from your Google Account.

Transfer of mobile phone ownership to RS

> 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, you have the following options:
> RS can provide you with a pre-paid, padded envelope. RS will deduct costs of 6 CHF from your credit for this, or
> 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 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.
> You declare that you are acting as a natural person and residential customer. 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.
> 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. 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 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.
> Once RS has received the smartphone and checked it over:
> 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.
> If the smartphone matches the description provided on buyback.swisscom.ch, the credit amount or amount transferred will correspond to the offer accepted during the purchase transaction on buyback.swisscom.ch. In this case, you will be sent a confirmation e-mail.

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.
Conditions of the Swisscom Buyback offer

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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