Shop online without any nasty surprises: the checklist

A few short checks before and after ordering can help to avoid problems – and to react more quickly in an emergency.

The following checklist applies to purchases made directly from Swiss online stores that are subject to Swiss law. Different rules may apply to online platforms and foreign shops.

1. Before ordering



It's worth taking a close look at the provider and its conditions before purchasing.

- ☐ Check who actually sells the product
- ☐ Check the seller's domicile and contact details
- ☐ Read the GTC
- ☐ Check whether Swiss law applies or, for example, the law of an EU Member State, etc.
- ☐ Check contractual return and warranty conditions
- ☐ Clarify whether a voluntary return is possible and who is responsible for the return shipping costs
- ☐ Take note of the delivery deadline
- ☐ Look out for warning signs in unknown shops, such as missing company and contact details, remarkably low prices or advance payment only

2. After ordering



Keep your order documents. They can be important if something is wrong later on.

- ☐ Keep your order and other confirmations
- ☐ Keep your receipt
- ☐ Keep track of the agreed-upon delivery date

3. After receiving the goods



Check the goods as quickly as possible. Failure to report a defect in good time may result in the loss of rights regarding the defect.

- ☐ Check the goods as quickly as possible
- ☐ Check whether the correct product has been delivered
- ☐ Report visible defects to the seller immediately
- ☐ Document damage or discrepancies with photos or a written description
- ☐ Report hidden defects immediately after they are discovered

4. If something is wrong with the goods

Your claims are generally directed at the seller from whom you made the purchase.

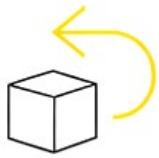


- ☐ Report the defect to the seller immediately
- ☐ Clearly communicate the desired solution
- ☐ Keep receipts and documentation
- ☐ Do not accept simply being told to contact the manufacturer
- ☐ Consult a specialist if necessary

If the manufacturer has also provided a guarantee, this may result in further claims.

5. For a return shipment

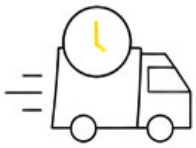
Who bears the costs depends on the reason for the return shipment.



- ☐ Incorrect or defective delivery: the seller bears the associated return costs.
- ☐ Voluntary return of faultless goods: the shop‘s conditions apply.
  This can decide who pays the return shipment costs.
- ☐ Document return shipment and shipping receipt

6. If the delivery arrives too late

A delayed delivery does not automatically entitle the customer to immediate cancellation.



- ☐ Ask the seller to deliver
- ☐ Usually set a reasonable grace period
- ☐ If this period also expires without delivery, assert further claims

This is not the case with a fixed delivery date: if the goods are to be delivered expressly by a specific time at the latest, there is no need for a reminder or grace period.

460.452.15 en (dok.pf/pf.ch) 11.2026