

Versions

[Current version valid from 1 January 2024](#)

1. Validity

These terms and conditions are valid for all transactions between the Swiss National Park (www.nationalpark.ch) and its private customers. They can only be accepted or refused as a whole.

Note

Anyone who buys something from www.nationalpark.ch expressly accepts these terms and conditions by ticking the box. Without this confirmation, it is technically not possible to place an order.

2. Offers

All prices are in Swiss Francs (CHF) and include VAT of currently 8.1%, for books 2.6% (VAT-No. CHE-103.223.672). The details and prices listed online are without guarantee. We do not accept any liability for availability or error.

Prices, delivery quantities and conditions for business customers will be given on request. www.nationalpark.ch may reject orders if there is a suspicion of commercial use of the goods.

Note

Prices are subject to change. Articles may be sold out.

3. Orders

Orders can only be placed via the online ordering system (shopping basket). There is no minimum order value. By clicking send to place an order, you enter into a binding contract with www.nationalpark.ch.

4. Dispatch and delivery times

Items that are in stock will be delivered immediately. Subsequent deliveries are made immediately upon arrival of the goods. Each delivery is accompanied by a detailed invoice. Non-observance of delivery times by www.nationalpark.ch does not entitle the customer to withdraw from the contract or to make further claims. No deadline conditions are accepted by the customer.

Deliveries are made by Swiss Post, the delivery time within Switzerland is 2-4 working days.

We charge the following shipping costs:

Switzerland CHF 6.-

Abroad CHF 15.-

5. Warranty conditions

Defective goods will be exchanged. The defect must be reported by e-mail within 7 days of receipt and must be recognisable to us.

6. Payment

Use the QR code shown on the invoice or the IBAN and reference number details listed.

Invoice:

Payment is due within 30 days from the date of invoice.

To ensure correct accounting, the printed payment slip (or the IBAN and reference number printed on it) must be used. Unauthorised deductions will be claimed subsequently.

Payment on delivery:

Payment on delivery is not possible.

Credit card:

We accept payment via Visa, Mastercard or American Express.

PostFinance:

Payments can be made via PostFinance Card or PostFinance e-finance.

Twint:

Payments can be made with Twint.

Cheques:

Payment by cheque is not accepted; we do not accept WIR cheques.

Goods remain the property of www.nationalpark.ch until payment has been made in full. If payment is not made, the case will be handed over for debt collection, which will incur further costs for the debtor.

7. Liability

www.nationalpark.ch accepts no liability. Swiss law applies. The place of jurisdiction is Zernez.

8. Delivery abroad

Validity:

Customers placing orders from outside Switzerland run the risk of incurring additional expense (for example, Germany imposes an import duty of 19% and 7% respectively). In accepting these Terms & Conditions, the customer recognises and agrees to accept this risk. Deliveries abroad come under the jurisdiction of Swiss law; the place of jurisdiction is Zernez.

Note

Some points in these terms and conditions may differ according to whether delivery is to Switzerland or abroad; in this case, orders placed for delivery abroad are only covered by the points mentioned under the section "delivery abroad".

In placing an order, customers from outside Switzerland confirm that they are not contravening the laws of their country.

Delivery:

Delivery within the EU takes 4–8 working days. Goods are sent via Swiss Post.

Postage:

We charge the following shipping costs:

Switzerland CHF 6.-

Abroad CHF 15.-

Payment:

Deliveries abroad must be paid for by credit card.

All prices in www.nationalpark.ch are quoted in Swiss francs (CHF). Foreign customers can change the currency to Euro (EUR) at any time using the corresponding function. Credit card payments are debited accordingly in Swiss francs (CHF) or in Euros (EUR).

The credit card companies use daily updated exchange rates for invoicing

VAT and Customs:

When importing in the country of destination, the corresponding laws apply. As a rule, the recipient must pay the VAT upon receipt of the consignment, for example in Germany 19% and 7% respectively (information without guarantee).

Note

We try to keep the procedure as simple as possible for you. VAT is payable on reception to the customs authorities of the destination country. We declare the value of the goods.