

# TalkTalk

## Ordering and delivery conditions

### 1. Area of application

These terms and conditions of ordering and delivery apply to all mobile subscription orders made by customers on talktalk.ch. Unless otherwise provided in these terms and conditions of ordering and delivery, TalkTalk's general terms and conditions of sale (GTC) apply, which can be found here: <https://www.talktalk.ch/en/faq-category/terms-and-conditions/>.

### 2. Order

#### 2.1 Prices

All prices are VAT incl. The prices published on [www.talktalk.ch](http://www.talktalk.ch) apply. Subject to price changes.

#### 2.2 Delivery costs

Shipping cost of SIM Card: CHF 0.–

#### 2.3 Order confirmation

TalkTalk confirms the order via e-mail.

#### 2.4 Use of customer e-mail addresses in the order process

TalkTalk can use the e-mail addresses provided during the order process. TalkTalk reserves the right to send reminders or other information.

### 3. Delivery

#### 3.1 General

Delivery is done by the standard shipping offer by the postal service.

#### 3.2 Delivery area

Delivery is only provided for Switzerland.

Delivery will be made to the address submitted by the customer during the order.

#### 3.3 Delivery time

The delivery is made during normal postal service delivery hours.

The SIM card is usually delivered within 1 to 2 business days after receipt of payment and identity verification.

#### 3.4 Delivering during absence

If you are not present, the postman will leave you all the necessary information so that you can pick up your package.

### 4. Identification

#### 4.1 General

We will require to the customer, after the online sign-up process, to upload a copy of his valid ID card and an interactive facial recognition check.

We are required by law to indentify our customers.

#### 4.2 Accepted ID documents

The following documents will be accepted: Swiss ID card, Swiss passport, EU ID-Card, EU passport, residence permits B, C, L, G and legitimacy card.