

After signing up for your service package and accepting these T&Cs, you will have the right to a Soliswiss c/o address within the framework of the service package and these T&Cs.

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Terms & Conditions (T&Cs)

Service Package Delivery Address in Switzerland

General provisions

Soliswiss offers its members the opportunity to have personal letters from Swiss senders forwarded to Soliswiss. Soliswiss accepts the member's post and, depending on the service package, delivers it to the member by scanning it and/or forward it to the member.

Personal requirements

1. This service is an **exclusive product for Soliswiss members**. You can only sign up for the service package once the membership fees have been paid.
2. You must remain a Soliswiss member during the entire contractual period.
3. Members must be of legal age and capable to act in accordance with Swiss law.

Service packages

1. The user can choose between various service packages. The purpose of the various service packages is to provide a delivery address in Switzerland and to forward correspondence to the user.
2. You can choose between the following service packages: "Standard", "Standard Plus", "Light", "Light Plus".

Use of the c/o Soliswiss delivery address

1. After signing up for a service package, the user may use c/o Soliswss as their delivery address within the framework of these T&Cs.

2. The user is not permitted to indicate this address as their registered, home or domicile address or to make it seem like this address is their registered, home or domicile address.
3. The user must not use the delivery address for illegal or unethical activities, circumvention of the law or for misleading others.

Permissible deliveries

1. Soliswiss will only accept letters in standard envelopes from senders previously indicated by the user.
2. The delivery address must not be used for parcels or packages, unless agreed with Soliswiss in advance in exceptional cases.
3. Correspondence must not include contents that are considered dangerous, illegal or offensive in Switzerland or in the country to which it will be forwarded to. The user guarantees that the legal provisions of the respective countries, including the export and import provisions, will be complied with.

Permissible senders

1. The user has the right to indicate c/o Soliswiss as the delivery address to the contractually agreed number of senders.
2. These senders must be domiciled in Switzerland.
3. The user must indicate the sender addresses to Soliswiss in advance. Soliswiss reserves the right to reject a sender address without indicating the reason.

Number of the included letters to Soliswiss

There is no limit to the number of letters that can be sent to Soliswiss.

Scanning of letters and access via a secure storage medium

1. If the "Standard" or "Standard Plus" service package is selected, Soliswiss shall open the letter, scan it and make the scans available to the user on a storage platform.
2. Soliswiss creates the scans within three working days of the letter being delivered, stores them on the platform and notifies the user via e-mail.
3. During the contractual period, the user is free to leave the scanned letters on the platform, to download them, to save them elsewhere or to delete them.
4. The storage platform is selected by Soliswiss. The aim is to select a storage platform with a storage medium in Switzerland and a high security standard.

Cost of data storage space

The data storage space for a volume of up to 1 GB (gigabyte) is included in the service price.

Forwarding of letters

1. Soliswiss shall forward the letters to the user on the specified date.
2. For this purpose, the user must provide Soliswiss with an address (forwarding address) where they would like Soliswiss to send the letters. The country selection is not limited.
3. If the "Light" or "Standard" service package is selected, the letters will be forwarded every three months. If the "Light Plus" or "Standard Plus" service package is selected, the letters will be forwarded every month.
4. If the user would like a letter to be delivered immediately, they shall indicate this to Soliswiss by E-Mail via mail@soliswiss.ch. In this case, Soliswiss shall forward the letter within three working days. The user will be charged the additional cost.
5. The user can also pick up their letters personally from Soliswiss. In this case, they must do so during Soliswiss' opening hours or by arrangement, at least once a year.
6. If the "Light" or "Light Plus" service package is selected, the letters are usually forwarded unopened. Soliswiss reserves the right to open letters should the company assume that the user has violated important provisions of the T&Cs, in particular the provisions regarding the points indicated under Item 3 in "Permissible deliveries".
7. At the time of forwarding, Soliswiss will inform the user how many letters have been forwarded.

Selection of the forwarding provider and the forwarding type

1. The user can choose between the forwarding providers proposed by Soliswiss as well as the forwarding type. Usually, this is only done once, at the time of conclusion of the contract.
2. Should the user need to change the forwarding provider or the forwarding type, they will need to contact Soliswiss.
3. In coordination with Soliswiss, the user can establish special regulations for individual letters or senders. Soliswiss may invoice the user for any potential additional cost.

Forwarding cost relating to forwarding of letters

1. The user is to pay any forwarding cost. The forwarding cost is based on the rates of the chosen forwarding provider and the forwarding type.
2. Depending on the volume, Soliswiss will charge the user for the forwarding cost four times a year, twice a year or once a year. Should the annual forwarding cost be under CHF 10.00, Soliswiss will not include it in the invoice.

Overview of the various service packages

	Standard	Standard Plus	Light	Light Plus
Annual cost	CHF 600.00	CHF 920.00	CHF 360.00	CHF 720.00
Sender addresses	5	5	5	5
Number of letters	unlimited	unlimited	unlimited	unlimited
Opening, scanning and uploading of letters on a secure data storage platform within three working days of the letter being received	✓	✓	-	-
E-mail notification about new post waiting for you	✓	✓	-	-
Up to 1 GB (gigabyte) storage space on the data storage platform	free	free	-	-
Quarterly forwarding of letters (not including the forwarding cost) or storage of letters	✓	-	✓	-
Monthly forwarding of letters	-	✓	-	✓
E-mail notification about the number of forwarded letters	✓	✓	✓	✓

Dates for quarterly forwarding

- Forwarding dates for letters 2024**
2 April 2024 / 2 July 2024 / 1 October 2024 / 8 January 2025
- Forwarding dates for letters 2025**
2 April 2025 / 1 July 2025 / 1 October 2025 / 7 January 2026

Change of service package

- The user can always additionally purchase the monthly forwarding option. They can also change from the "Light" service package to the "Standard" service package.
- If the user changes the service package, they will be charged a pro rata surcharge (on a 12-month basis).

Liability

1. At no point shall Soliswiss be liable for any damages or losses incurred during forwarding. Any returned letters will be re-sent on the next forwarding date.
2. Soliswiss' duty of care is limited to the contractual storage, processing (scanning and uploading) and forwarding of letters.
3. Soliswiss cannot assume any liability whatsoever for the adherence to any deadlines contained in the letters.
4. At no point can accepting any letters give rise to any liability claims on the part of the sender or any third parties against Soliswiss. The only contractual obligation that Soliswiss has is towards the user.
5. The users themselves are responsible for selecting a service package and a forwarding type or, in individual cases, for providing special instructions to ensure that the letters are delivered on time and in good condition.
6. Soliswiss does not insure deliveries unless the user expressly states they need an insurance. In such cases, the insurance must be paid by the user.

Confidentiality

1. Soliswiss undertakes to treat confidentially any information it receives in the course of its contractual relationship with the user; in particular, it will treat any sender addresses, forwarding addresses and contents of deliveries as confidential.
2. Soliswiss is not obligated to maintain confidentiality should the company suspect any illegal activities or should any competent authorities require it to disclose information in order to ensure compliance with legal provisions.

Contractual period

1. The contract period is one year.
2. This period shall not begin until the service package has been paid for.

Payment terms

1. Any service packages must be paid for in advance and for the entire one-year period.
2. During the contract period, additional services can be purchased. These will be invoiced periodically.
3. Forwarding will be charged to the recipient without any surcharge.
4. Payments are to be made in Swiss francs, expenses must be borne by the user.

Reasons for an early termination of the contractual relationship

1. Soliswiss can terminate the contract with immediate effect
 - If we suspect the delivery address is being misused

- If Soliswiss suspects any illegal or prohibited activities.
- 2. Soliswiss can terminate the contract after one warning has been given
 - If the member has not paid their Soliswiss membership fee
 - If invoices for extra services or forwarding costs have not been paid.
- 3. The user can terminate the contract in writing at any time before its expiry date.
- 4. In the event of an early termination of the contract, the service package purchase price cannot be refunded. Any unpaid cost of forwarding or extra services shall remain outstanding.

Consequences of a termination of the contractual relationship

1. If the contract for the "Standard" service package is subject to an early termination or if it ends as scheduled without being extended by the user, the user shall have an additional 30 days to access their data storage space. After these 30 days have elapsed, access and the data shall be deleted.
2. Any letters in the possession of Soliswiss shall be forwarded to the user at the user's expense.
3. Should any letters reach Soliswiss after the end of the contractual period, they shall be returned to the sender marked "Unknown recipient".

Jurisdiction and applicable law

1. Place of jurisdiction is Bern, Switzerland.
2. The applicable law is Swiss law.

Rates

Standard service package:

- 5 sender addresses
- Unlimited number of letters
- Opening, scanning and uploading of letters on a secure data storage platform within three working days of the letter being received
- E-mail notification about new post waiting for you
- Up to 1 GB of storage space on the data storage platform
- Quarterly forwarding of letters (not including the forwarding cost) or storage of letters
- Information about the number of forwarded letters via e-mail at the time of forwarding

CHF 600.00 including value-added tax (i.e. CHF 50.00 per month)

Standard service package - Plus

- 5 sender addresses
- Unlimited number of letters
- Opening, scanning and uploading of letters on a secure data storage platform within three working days of the letter being received
- E-mail notification about new post waiting for you
- Up to 1 GB of storage space on the data storage platform
- Monthly forwarding of letters (not including forwarding cost)
- Information about the number of forwarded letters via e-mail at the time of forwarding

CHF 920.00 including value-added tax (i.e. CHF 77.00 per month)

Light service package

- 5 sender addresses
- Unlimited number of letters
- Quarterly forwarding of letters (not including forwarding cost)
- Information about the number of forwarded letters via e-mail at the time of forwarding

CHF 360.00 including value-added tax (i.e. CHF 30.00 per month)

Light service package - Plus

- 5 sender addresses
- Unlimited number of letters
- Monthly forwarding of letters (not including forwarding cost)
- Information about the number of forwarded letters via e-mail at the time of forwarding

CHF 720.00 including value-added tax (i.e. CHF 60.00 per month)

Forwarding costs

Transport costs above CHF 10 per year will be charged additionally, according to the respective tariffs of the carriers.

Forwarding cost is invoiced extra according to the respective rates of the forwarding providers.

- Post: <https://www.post.ch/en/sending-letters/international-letters>
- Spring Global: <https://www.spring-gds.com/>
- DPD: <https://www.dpd.com/de/en/versenden/internationaler-versand/>
- DHL: <https://mydhl.express.dhl/ch/en/shipment.html#/rate-and-quote#address-details>
- FedEx: <https://www.fedex.com/en-ch/shipping.html>

Extra services

- Express surcharge (forwarding a letter within three working days):
CHF 50.00
- Additional sender address

Bern, October 2024

Order form

Delivery address in Switzerland

Ms/Mrs Mr

Last name

First name

Membership number

I would like the following delivery address subscription

<input type="checkbox"/>	Standard annual subscription including scanning with quarterly forwarding of letters	CHF 600.00 including VAT
<input type="checkbox"/>	Standard annual subscription Plus including scanning with monthly forwarding of letters	CHF 920.00 including VAT
<input type="checkbox"/>	Light annual subscription without scanning, with quarterly forwarding of letters	CHF 360.00 CHF including VAT
<input type="checkbox"/>	Light annual subscription Plus without scanning, with monthly forwarding of letters	CHF 720.00 including VAT

Address valid from

Date:

** The address becomes valid as of the requested date after the Soliswiss annual membership and the annual subscription have been paid. The subscription shall remain valid for one year and must be actively renewed.*

Scans

Will be delivered within 3 working days into the secure mailbox as a PDF file. A notification will be sent to the indicated delivery e-mail address.

Forwarding dates for letters 2025

2 April 2025 / 1 July 2025 / 1 October 2025 / 7 January 2026

Forwarding dates for letters 2026

13 April 2026 / 2 July 2026 / 1 October 2026 / 8 January 2027

Available letter carriers

<input type="checkbox"/> Swiss Post https://www.post.ch/en/sending-letters/international-letters
<input type="checkbox"/> DPD https://www.dpd.com/de/en/versenden/internationaler-versand/
<input type="checkbox"/> DHL https://mydhl.express.dhl/ch/en/shipment.html#/rate-and-quote#address-details
<input type="checkbox"/> FedEx https://www.fedex.com/en-ch/shipping.html
<input type="checkbox"/> Spring Global https://www.spring-gds.com/ch-en/products/mail/business-mail/
<input type="checkbox"/> Other providers _____
<input type="checkbox"/> Pick up
<input type="checkbox"/> Receipt confirmation for all correspondence

* *Delivery costs on a quarterly basis invoiced to the recipient*

Delivery address

<i>c/o Soliswiss P.O. Box CH-3001 Bern</i>

* *is NOT a registration, home or domicile address according to the T&Cs*

Address for forwarding (Actuality of the address is the responsibility of the user)

Last name	
First name	
Street 1	Street 2
Post code	
Town	
Country	
E-mail	

I would like to indicate Soliswiss as a delivery address to the following senders:

Pre-defined sender address 1

Company	
First name, last name (if available)	
Street 1	Street 2
Post code	
Town	
Country	

Pre-defined sender address 2

Company	
First name, last name (if available)	
Street 1	Street 2
Post code	
Town	
Country	

Pre-defined sender address 3

Company	
First name, last name (if available)	
Street 1	Street 2
Post code	
Town	
Country	

Pre-defined sender address 4

Company	
First name, last name (if available)	
Street 1	Street 2
Post code	
Town	
Country	

Pre-defined sender address 5

Company	
First name, last name (if available)	
Street 1	Street 2
Post code	
Town	
Country	

This is to confirm that I have read, understood and accepted the T&Cs and the privacy policy.

Confirmation for the paid annual subscription

Town, date
Signature

Declaration of acceptance by the Soliswiss branch

Town, date
Signature