Revocation right

In Switzerland there is no right of revocation for online shops. Umzugs-shop generally does not offer any right of revocation or return. However, we always strive to provide good customer service and decide on a case-by-case basis. Inquiries about this should therefore first be sent to us by email (response to order emails).

A right of revocation must be confirmed by us in writing. Furthermore, our general terms and conditions apply. If we grant you a revocation, the provisions below will apply.

Right of revocation
Consumers have a fourteen-day withdrawal.
You have the right to cancel this contract within fourteen days without giving any reasons.

The cancellation period is fourteen days from the day on which you or a third party named by you who is not the carrier took possession of the last goods.

In order to exercise your right of revocation, you must inform us (Umzugs-Shop, via Livurcio 14, 6622 Ronco sopra Ascona, info@umzugs-shop.ch, Switzerland, telephone: 0763363475) by means of a clear statement (e.g. sent by post letter, fax or e-mail) about your decision to withdraw from this contract. You can use the attached sample cancellation form, although this is not mandatory.

In order to meet the cancellation period, it is sufficient that you send the notification of your exercise of the right of cancellation before the cancellation period expires.

Consequences of revocation
If you cancel this contract, we will refund to you all payments received from you, including delivery costs (except for any additional costs arising from you choosing a method of delivery other than the cheapest standard delivery offered by us have) to be repaid immediately and at the latest within fourteen days from the day on which we received notification of your cancellation of this contract. For this repayment we use the same payment method that you used for the original transaction, unless something different was expressly agreed with you; under no circumstances will you be charged any fees as a result of this repayment. We may refuse repayment until we have received the goods back or until you have provided evidence that you have sent the goods back, whichever is the earlier.

You must return or hand over the goods immediately and in any case no later than fourteen days from the day on which you inform us of your cancellation of this contract to Umzugs-shop, Via Industrie 12, 6593 Cadenazzo. The deadline is met if you send the goods before the fourteen day period has expired. You bear the direct costs of returning the goods. You are only liable for any loss in value of the goods if this loss in value is due to the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Sample cancellation form

(If you want to cancel the contract, please fill out this form and send it back.)

– To Umzugs-shop, via Livurcio 14, 6622 Ronco sopra Ascona, info@umzugs-shop.ch, Switzerland

– I/we (*) hereby revoke the contract concluded by me/us (*) for the purchase of the following goods (*)/the provision of the following service (*)

– Ordered on (*)/received on (*)

– Name of the consumer(s)

– Address of the consumer(s)

– Signature of the consumer(s) (only for paper notification)

Revocation right

- Date

(*) Delete what is not applicable.

Special instructions
If you finance this contract with a loan and later revoke it, you are no longer bound to the loan contract, provided that both contracts form an economic unit. This can be assumed in particular if we are also your lender or if your lender uses our cooperation with regard to financing. If we have already received the loan when the revocation takes effect, your lender assumes our rights and obligations from the financed contract in relation to you with regard to the legal consequences of the revocation or return. The latter does not apply if the subject of this contract is the acquisition of financial instruments (e.g. securities, foreign currencies or derivatives). If you want to avoid a contractual obligation as much as possible, make use of your right of cancellation and also cancel the loan agreement if you also have a right of cancellation.