

Online Shop order and delivery conditions



1 Area of application

These order and delivery conditions apply to all transactions completed by customers in the ALDI SUISSE MOBILE Online Shop. Unless otherwise specified in these order and delivery conditions, the ALDI SUISSE MOBILE general terms and conditions (GTC) found at www.aldi-mobile.ch as well as the otherwise individual contract conditions for specific products and services shall apply. This version is valid starting January 2023.

2 Order

Special offers published by ALDI SUISSE MOBILE shall be non-binding. ALDI SUISSE MOBILE shall not accept any orders until they are submitted by the customer, which shall then constitute a binding requisition. Multiple orders, orders exceeding the permissible amount, non-validated shipping addresses, or a lack of supplies may cause ALDI SUISSE MOBILE to cancel an order.

2.1 Prices

Value added tax is included in all prices. The prices published in the ALDI SUISSE MOBILE Online Shop apply. Subject to price changes.

2.2 Delivery costs

Shipping and packing costs: CHF 0.00.

2.3 Products

If a product cannot be delivered at the time of the order, the customer will be informed immediately. In this case, the customer will have the option of cancelling the order. They must cancel it immediately though. ALDI SUISSE MOBILE reserves the right to limit the delivery quantities for certain products, per order as well as per period of time.

Prepaid: A maximum of 5 SIM cards can be registered for each customer. ALDI SUISSE MOBILE is entitled to reject any orders for more than the quantity permitted. Mobile subscriptions: A maximum of 3 SIM cards can be registered for each customer. ALDI SUISSE MOBILE is entitled to reject any orders for more than the quantity permitted.

2.4 Customer's duties

Before placing an order, the customer is responsible for checking the mobile network coverage at www.sunrise.ch/en/residential/mobile/mobile-network/network-coverage.html

2.5 Order confirmation

Deliveries can only be made within Switzerland. All orders are confirmed by ALDI SUISSE MOBILE. The general terms and conditions (GTC) of ALDI SUISSE MOBILE also apply.

2.6 Use of customer e-mail addresses in the order process

ALDI SUISSE MOBILE may use e-mail addresses provided during the order process for further processing, such as for order completion reminders. ALDI SUISSE MOBILE will not transfer your e-mail address to any third party.

3 Delivery

3.1 General

Products and services are delivered through standard shipping offered by the postal service.

3.2 Delivery area

Delivery is only provided for Switzerland. The delivery will be made to the delivery address indicated by the customer in the order.

3.3 Delivery time standard service

The delivery is made during normal postal service delivery hours.

3.4 Delivery during absence

If the customer is not home at the time of delivery, they must retrieve the delivery from the post office within seven days.

4 Identification

4.1 General

When products and services are delivered together with a ALDI SUISSE MOBILE product, the postal service employee completing the delivery must check the recipient's identity. If your personal information does not match the order, the delivery may not be entrusted to you. So please make sure that the personal information you provided matches the specified identification document.

4.2 Valid documents for identification

For natural persons who are residents of Switzerland, the following forms of ID are accepted.

- Swiss passport
- Swiss identification card
- Residence permit B,C,Ci,L,G (credit card format)
- Foreign passport (EU) / Foreign ID card (EU)

5 Third-party services

ALDI SUISSE MOBILE does not offer any warranty for third-party products or services and the third party's general terms and conditions shall apply.