

## **General business conditions**

### **1. Prices**

All prices are in Swiss francs (CHF) and include VAT (7.6%).

### **2. Orders / delivery**

All orders are binding. Packaging and mailing costs are not charged.

### **3. Vouchers**

After payment has been made in full, Zurich Airport and VIP vouchers entitle the bearer, or person designated by the bearer, to obtain the corresponding service or receive goods from airport partners (shops/restaurants) to the indicated value. The resulting sales or service contract is between the holder of the voucher and the provider of goods or services. Contractual performance is the sole responsibility of the provider. Vouchers are valid for a period of 12 months from date of issue. Extension of validity is not possible.

Zurich Airport undertakes to describe the vouchers offered on its web site as precisely and correctly as possible. Services and business partners are subject to variation. Zurich Airport makes every effort to promptly update the descriptions of its vouchers.

Zurich Airport acts solely as agent. Warranty claims concerning the provision of the mediated contractual goods or services must be addressed to the business partner from whom the goods or services have been obtained. Zurich Airport cannot accept any liability whatsoever, including for negligence, damage to items or persons, or damage of any other nature in association with the organisation and performance of services obtained using vouchers.

### **4. Payment**

Invoices are payable within 10 days from date of issue.

Vouchers remain the property of Zurich Airport until payment has been made in full.

### **5. Delivery / payment outside Switzerland**

Vouchers are currently available for delivery in Switzerland and Liechtenstein only.

### **6. Exchange / returns**

For security reasons, vouchers are non-returnable.

If vouchers should be received in damaged form, please notify us by e-mail within 48 hours.

Claims for compensation due to wrong images, texts and prices or delayed delivery are expressly excluded. Prices subject to change. Place of jurisdiction is Bülach. These business conditions are subject to Swiss law.

### **7. Data protection**

We undertake not to pass on your personal data to third parties. All personal details will be treated as confidential. The data required for processing orders will be stored and used solely for this purpose.

## **8. Ownership**

Vouchers remain the property of Zurich Airport until payment has been made in full.

## **Concluding clauses**

Zurich Airport reserves the right to modify and/or supplement these general business conditions. The general business conditions that are currently downloadable from [www.flughafen-zuerich.ch](http://www.flughafen-zuerich.ch) are always the valid version. No special indication will be made regarding additions or amendments. Persons ordering Zurich Airport vouchers acknowledge and confirm their unreserved acceptance of the general business conditions each time they place an order.