

Cancellation right

Voluntary right of return

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Swiss law generally does not provide for a statutory right of withdrawal for online purchases. However, CleanerPro voluntarily grants customers a contractual right of return of 7 calendar days from receipt of the goods, subject to the following conditions.

To exercise the right of return, CleanerPro must be clearly informed of the return by e-mail or letter within the specified period. The contact address can be found in the [legal notice](#). No reason needs to be given. Sending the notification in time is sufficient to meet the deadline.

After exercising the right of return, the goods must be returned within 7 calendar days unused, complete, undamaged and, where available, in the original packaging together with the delivery note to the return address specified by CleanerPro.

The customer bears the costs and risk of the return shipment. CleanerPro will refund any payments already made within 20 calendar days as soon as the returned goods have been received or the customer has provided proof of shipment.

If goods are used, damaged, soiled, incomplete or not properly packaged, CleanerPro may claim reasonable compensation for the loss in value and offset this amount against the refund or invoice it separately.

There is no right of return in particular in the following cases:

- for goods that are returned used, damaged, soiled or incomplete;
- for goods that are not suitable for return for health protection or hygiene reasons if the packaging or seal has been opened after delivery;
- for goods made to customer specifications or clearly tailored to personal needs;
- for goods that are not suitable for return due to their nature or that may spoil quickly;
- for digital content, downloads or services, if offered in the shop and already fully performed or provided.

Claims relating to defective or incorrectly delivered goods remain unaffected by this voluntary right of return.