

## MyCargoGate AG General Terms and Conditions

### Costs

Our invoices are for import duties and customs clearance fees in connection with online shop orders from abroad. No product prices are collected via our platform.

### Payment

We accept payment by Mastercard and Visa.

### Shipping

Packages are released after import duties have been paid.

### Order cancellation

Orders cannot be cancelled via MyCargoGate AG. Please contact the customer service of the respective online shop.

If the import duties are not paid, the parcels will be automatically returned after a certain time (depending on the shop) and the invoice for the import duties will be cancelled.

### Return

If shipments are returned, the import fees and administrative charges cannot be paid back. Import fees (excl. administrative fees of MyCargoGate AG) can be reclaimed directly from customs. A fee of MIN CHF 30.00 will be charged by the FCA. If you wish to follow this procedure, please contact our customer service BEFORE returning the goods abroad.

Detailed information can be found at:

<https://www.ezv.admin.ch/ezv/en/home/information-companies/exemptions--reliefs--preferential-tariffs-and-export-contributio/exportation-from-switzerland/import-duty-refunds.html>

Place of jurisdiction: Bassersdorf

#### MyCargoGate AG

Grindelstrasse 11  
CH-8303 Bassersdorf Switzerland

#### Bank details

Zürcher Kantonal Bank  
P.O. Box 8010 Zürich Switzerland  
SWIFT CODE ZKBKCHZZ80A

#### IBAN CODES:

CHF CH06 0070 0114 8049 2091 7  
EUR CH32 0070 0130 0093 1979 4

#### ACCOUNTS:

1148-4920.917  
1300-9319.794