

General Terms and Conditions

Last revised January 2021

Scope of application

The General Terms and Conditions are an integral component of the service agreement between Consular Service Worldwide CSW GmbH (hereinafter referred to as CSW GmbH) and the customer. CSW GmbH is entitled to change or add to these GTC at any time. Collateral agreements, warranties or other agreements as well as amendments or additions to these GTC must be made in writing in order to take effect. The current version of these GTC is available at www.consularservice.ch.

Conclusion of the agreement

The order between CSW GmbH and the customer is considered to be placed with the transmission of the documents. The customer is responsible for the accuracy of the information. CSW GmbH shall check the completeness of the documents upon receipt. Incomplete application forms shall be returned for completion and missing documents shall be requested.

Quotation

CSW GmbH shall submit a quotation to the customer on request. In order to be able to submit a binding quotation to the customer, CSW GmbH must have all the original documents or copies/scans with all relevant information.

Scope of services/delivery

CSW GmbH stands for professional and thorough order fulfilment. Delivery takes place at the time agreed with the customer. For orders that are to be processed by CSW GmbH on the day of submission, it is up to the customer to ensure that CSW GmbH is in possession of the complete documents on the relevant day by 8.30 a.m. at the latest.

Notification obligation (in respect of problems)

Objections regarding services by CSW GmbH can only be considered if they are made by the customer within 48 hours of receipt of the documents issued. CSW GmbH shall consider the delivery to be satisfactory to the customer if there is no relevant feedback.

Tariffs

The tariffs for order fulfilment are based on the applicable CSW GmbH tariff lists.

Payment terms

Invoices must be settled within 10 days of the invoice date. All bank fees shall be borne by the customer.

Payment of invoices via the online payment system at www.consularservice.ch

CSW GmbH offers the opportunity to pay invoices by credit card. Relevant instructions on credit card payments can be found on the website.

All payments made via the online payment system to CSW GmbH are processed in Swiss francs.

Credit card payment is confirmed after transmission by an on-screen display in the browser.

CSW GmbH is not liable for any interruption to the operation of the online payment system or any rejection of payments by the online payment system.

Irregularities or discrepancies regarding payments made via the online system must be reported in writing to CSW GmbH within 7 days of the charge being made. Otherwise, the charge will be considered as accepted.

If there are any discrepancies between the amount on the invoice issued by CSW GmbH and the amount to be charged to the customer as entered in the online payment system, CSW GmbH shall correct this with an additional charge or reimbursement. If this is not possible, CSW shall create an invoice for the difference to be settled.

Liability

CSW GmbH does not accept liability for any damage caused by slight or moderate negligence.

Multiple visa applications

CSW GmbH does not accept liability for any consequences that may arise from multiple visa applications for the same time and the same country. CSW GmbH assumes that a visa applicant has not submitted further applications for the same country in a different way (e.g. electronically).

CSW GmbH does not accept liability for any consequences that may arise if CSW GmbH was not made aware of the fact there was still a valid visa in the passport at the time of the application.

The applicant is obliged to find out in advance whether multiple visa applications for the same time and the same country are permitted or if this is an offence.

A multiple visa application is when the applicant orders an e-visa independently and as well as a paper visa from CSW GmbH simultaneously – for the same time and for the same country. If the applicant has a still valid visa in their passport for the desired country for the time requested, this is also classed as a multiple visa application.

A multiple visa application relates to the person and not their nationality. This means if an applicant with dual nationality applies for separate visas with their passports for different countries – for the same time and the same country – this is classed as a multiple visa application too.

Transportation of documents

CSW GmbH organises the transfer of documents to where they are required (such as embassies, authorities) and then returns the documents to the customer. CSW GmbH is liable to the customer to the extent that the carrier is liable to CSW GmbH.

Documents outside CSW GmbH's sphere of control

CSW GmbH does not generally accept any liability for documents that are outside CSW GmbH's sphere of control (e.g. at foreign authorities or embassies). CSW GmbH does not accept liability either for delays due to circumstances outside of its sphere of control. This includes delays due to incorrect information such as submitting documents that are out of date or incomplete.

End of the agreement

The order ends with the fulfilment of the order. In the event of the order being revoked, the relevant provisions of the Swiss Code of Obligations apply to the order in accordance with Art. 394 et seq. of the Code.

Severability clause

If an individual provision of these GTC proves to be ineffective or void, the validity of the remaining provisions shall not be affected. The ineffective or void provision is to be replaced, mutatis mutandis, by the relevant statutory provisions. The same applies to loopholes.

Applicable law and place of jurisdiction

Agreements that are concluded on the basis of these GTC are subject exclusively to Swiss law to the exclusion of the provisions of international private law. The place of jurisdiction is Bern.

The German version alone takes precedence if there are any contradictions between the English and German versions of these GTC.