

Swisscom Bon Terms and Conditions of Offer

1. General

The Swisscom Bon is issued by Swisscom (Switzerland) Ltd.

A Swisscom Bon is an electronic or physical voucher used to record a credit in CHF held by a customer vis-à-vis Swisscom. Customers can use a Swisscom Bon to purchase goods and services from Swisscom (Switzerland) Ltd in a Swisscom shop or on the Swisscom Online Shop.

2. Purchasing a Swisscom Bon

A Swisscom Bon can be purchased in a Swisscom shop and on the Swisscom Online Shop.

When a Swisscom Bon is purchased in a Swisscom shop, it is assigned a value (in accordance with the provisions set out below in this section) and provided as a physical voucher.

A Swisscom Bon can be paid for using cash, Twint or a debit or credit card.

A Swisscom Bon can be purchased via the Online Shop at swisscom.ch/swisscom-bon.

The minimum value that can be loaded onto any Swisscom Bon is CHF 50.–. The maximum value that can be loaded onto any Swisscom Bon is CHF 250.–. The value of each Swisscom Bon may be set anywhere between CHF 50.– and CHF 250.–. The Swisscom Bon is non-reloadable.

Multiple Swisscom Bon vouchers may be purchased up to a maximum value of CHF 1,500.– per person. This amount may not be exceeded for the entire term of a Swisscom Bon. The maximum purchase for goods and services with Swisscom Bon vouchers is CHF 250.– per customer per transaction (see section 4). The maximum credit balance per customer is capped at CHF 1,500.–.

3. Possible uses of the Swisscom Bon

The range of possible uses is constantly being expanded and can be found at swisscom.ch/swisscom-bon.

Swisscom Bon vouchers can be redeemed for goods owned by Swisscom and for services offered by Swisscom (Switzerland) Ltd in its own name and for its own account. The goods and services may be offered on the Swisscom Online Shop or at a Swisscom shop. Swisscom Bon vouchers can be used for all telecommunications, internet and TV devices and accessories, in particular Swisscom TV-Boxes, Swisscom WLAN-Boxes, Internet-Boosters, third-party products purchased by Swisscom (e.g. accessories, mobile cases, screen protectors, games consoles, gadgets, smart home equipment, etc.) and MyService options (data transfers, applying screen protectors, etc.).

Swisscom Bon vouchers cannot be used for goods and services of third parties, for goods and services of Swisscom group companies other than Swisscom (Switzerland) Ltd, for goods and services of Swisscom's secondary or third-party brands (such as Wingo, Migros Mobile and Coop Mobile) or if Swisscom merely acts as an intermediary and collection agency for the purchase of goods and the offer of services.

In particular, the following are excluded: topping up prepaid SIM cards and paying the (monthly) Swisscom bill, offers from blue Cinema or blue Entertainment or supplementary services offered via blue Entertainment, such as Netflix, Sky, Disney+, Paramount, DAZN and the like. Swisscom Pay, offers from Apple, Google Play and other value-added services are also excluded. Further excluded are repairs as well as accessory orders in the SEMI online shop sent directly to the customer by post (dropshipping).

Other restrictions may apply.

4. Redemption

A Swisscom Bon must be presented in order to use it to pay in a Swisscom shop. Only one Swisscom Bon may be used per purchase. Vouchers cannot be combined. The amount is deducted from the Swisscom Bon and the remaining balance can be used for future purchases.

If a Swisscom Bon cannot be used for payment due to a technical issue, Swisscom has the right to refuse payment with that Swisscom Bon.

A Swisscom Bon can also be redeemed on the Online Shop.

The credit (total amount or remaining balance) on a Swisscom Bon cannot be exchanged for cash or refunded in any other way.

5. Remaining balance

All Swisscom Bon vouchers can be used until there is no remaining balance. The amount in excess of the value of a Swisscom Bon can be paid using another available payment method (see section 2).

6. No interest or fees

No interest is payable on the credit on a Swisscom Bon.

No fees are charged in connection with the use of a Swisscom Bon (e.g. for payment).

7. Validity and expiry of the Swisscom Bon

The credit expires 10 years after a Swisscom Bon has been issued.

8. Swisscom Bon holders' duties of care

Holders must store their Swisscom Bon vouchers carefully and protect them against misuse by third parties. Customers acknowledge that all transactions made with their Swisscom Bon vouchers are valid and that they bear all consequences resulting from the use of their Swisscom Bon vouchers.

9. Liability

The Swisscom Bon is non-personal and transferable. Swisscom accepts no liability for a Swisscom Bon that has been lost or stolen. The credit or remaining balance on a Swisscom Bon is not replaced in the event of loss or theft.

Swisscom accepts no liability for damages incurred by customers as a result of system interruptions, faults, unlawful interference in transmission networks or other deficiencies. If security risks are identified, Swisscom reserves the right to block the service at any time without giving reasons.

10. Return and cancellation

If goods or services purchased with a Swisscom Bon are returned or cancelled, the amount used for the purchase with the Swisscom Bon is refunded using the Swisscom Bon. Customers are not entitled to a cash payment.

11. Applicable law and place of jurisdiction

Swiss law applies. The place of jurisdiction is Bern. Mandatory statutory provisions remain unaffected.

12. Validity of the Terms and Conditions of Offer

The currently valid version is available [here](#) Customers acknowledge and accept the currently valid version of the Terms and Conditions of Offer upon its publication by Swisscom.

Bern, November 2025

For questions relating to data protection, please refer to our [Privacy Policy](#).