



Dear Swiss,

Thank you for your numerous orders and your loyalty over many years!

We are very happy to have you as a customer.

On the following pages we will explain to you how an order from Switzerland works, what you have to bear in mind, what costs you will incur and the advantages and disadvantages of shipping to Switzerland or to a delivery address near the border in Germany.

How does shipping work?

As a non-EU citizen you can choose between 2 options:

1. Direct shipping from us to your home including customs clearance and paperwork.

2. We send the package to a German delivery address and you pick it up there and clear customs yourself. PLEASE NOTE THE FOLLOWING INFORMATION under point 2

How does this work exactly?

1. Direct shipping to a Swiss delivery address

- You do not have to pay German VAT to us. The delivery is therefore tax-free. Our online shop deducts VAT automatically.*

If you are not logged in and have not provided a delivery address, you will see all prices including German VAT.

This means that only when you provide a Swiss delivery address will you see the shipping costs and the prices without VAT

- You can conveniently complete and pay for the order via our online shop. From here on, (almost) everything happens automatically*

- The package is now on its way to your home. We primarily ship to Switzerland via GLS. We take care of all the paperwork for you in advance*

- The package is now cleared and processed by the shipping service provider and its Swiss partners*

- The goods now arrive at your home and you and your animals can enjoy our great quality*

- You will then receive an invoice from GLS or a Swiss partner either on the package or subsequently by post. This includes Swiss VAT (import sales tax) and a flat-rate fee of 21 euros per shipment.*

You ONLY pay Swiss VAT on scratching posts and all textiles in our shop. There are no extra customs costs because our products are preferential EU goods.

You only pay the flat-rate fee of 21 € per shipment. Not per package. This means that even if your order is sent in 2 or more packages, you only pay the flat rate once.

CONCLUSION:

Advantage: Easy to use, no travel time, direct delivery to your home, and no paperwork and customs issues

Disadvantage: Higher shipping costs than to Germany and payment of a flat-rate fee to the shipping service provider.

2. Delivery to a German delivery address

- *You can order the goods in the web shop. Please note that you MUST enter your Swiss home address as the billing address and the German address as the delivery address*

The invoice recipient must be the person who will later clear the goods through customs. The address must match the address on their passport or ID card.

- *Now pay for the order online, including German VAT*
- *The package will now be sent to your desired address*
- *You can use the shipment tracking to check whether the package has already been delivered.*
- *Print out the invoice (you can download this in your customer account)*
- *Now download the form which is located at the bottom of our online shop under “Switzerland export certificate”*
- *Fill in fields 2, 3, 4 (5-8 if necessary), 9 and 10*

- Now collect the goods and go to customs WITH IT and an ID document. Here you can now export the goods from Germany. Please have the invoice stamped as well as the previously filled out form. The customs stamp under point B “Confirmation of the border customs office” is important here

- The customs form MUST be stamped AS WELL AS the invoice (if a stamp or document is missing, VAT refund is NOT possible)

Even if some people disagree, the form MUST also be stamped. This is a buyer’s certificate. This means that the customs officer confirms with his stamp that YOU have exported the goods from Germany and brought them to Switzerland. To do this, you must present your passport or ID card and the customs officer confirms that the data on the invoice matches the ID document.

We would be happy to explain this to you in more detail. When delivering to Germany, we have to pay the sales tax for this sale to the German tax office. In order to receive a refund of this payment, we have to prove that the goods have been cleared through customs and brought to Switzerland by the customer themselves.

Here, the tax office requires proof of identity from the buyer. This can only be done by an official on site.

You can find detailed information on this on the website:

<https://www.zoll.de/DE/Privatpersonen/Reisen/Reisen-nach-Deutschland-aus-einem-nicht-eu-Staat/Zoll-und-Steuern/Tax-free-einkaufen/tax-free-einkaufen.html>

If you were to send us ONLY a stamped invoice and we would refund you the VAT, we would not receive a refund and would therefore have paid you and the tax office 19% sales tax. To avoid this, we will only refund you the VAT if you submit complete documents

- Once you get home, you and your animals can now enjoy the beautiful new products from us

- Please send us the ORIGINAL documents by post. Include a small note stating which account or payment method you would like the refund to be paid to

- *We will then refund you the German VAT you paid in advance*

CONCLUSION:

Advantage: Free shipping for goods worth €100 or more.

VAT refund after successful customs clearance.

Disadvantage: Papers have to be prepared and sent back to us later, customs clearance has to be done by yourself and there may be travel time.

TIP:

If you are still undecided, try both options on paper. You can create a customer account in our web shop and change the billing address and delivery address there as often as you like. With each change, the current shopping cart adapts to the delivery address. So you see the prices without VAT and the amount of the shipping costs and then you see the prices including German VAT and the corresponding shipping costs. Then the decision may be easier.

As of July 2021