



**General Terms and Conditions (GTC) for orders of brochures and campaign material on <https://www.how-are-you.ch/brochures>**

### **1. Scope of application**

«How are you?» is a health promotion campaign organised by the German-speaking cantons of Switzerland and Pro Mente Sana. The campaign office is run by Pro Mente Sana. These General Terms and Conditions (GTC) apply to all orders for brochures from «How are you?» [www.how-are-you.ch/brochures](http://www.how-are-you.ch/brochures). The GTC, the terms of delivery for private individuals and companies and the terms of payment for companies as well as the [data protection policy](#) may be amended from time to time. By submitting an order, the person placing the order expressly agrees to these GTCs, including the terms of delivery and payment.

### **2. Currentness and availability**

«How are you?» always endeavours to provide correct product information. Nevertheless, no liability can be accepted for the completeness and up-to-dateness of the information in particular. All information on availability and delivery times is subject to change at any time and without notice. Goods are delivered while stocks last. The products listed on [www.how-are-you.ch/brochures](http://www.how-are-you.ch/brochures) are part of the official campaign material. Some cantons produce their own «How are you?» material as part of their activities, which can be ordered from the respective canton.

### **3. Orders**

To place an order, please use the order form on the website [www.how-are-you.ch/brochures](http://www.how-are-you.ch/brochures) and select the canton from which you are ordering from the drop-down menu. This is the easiest way for your order to be processed by the office responsible for dispatch. An automatic order confirmation will be sent to the e-mail address provided. The maximum order quantity per product is set at 99 pieces in the order form. For larger order quantities or questions, please contact us by e-mail at [kontakt@wie-gehts-dir.ch](mailto:kontakt@wie-gehts-dir.ch).

### **4. Deliveries**

The English material is distributed from the central Espas material warehouse in Winterthur. Deliveries are usually made weekly by B Mail and the **delivery period is up to a maximum of 10 working days**. Deliveries are sent by Swiss Post to the address specified in the order. Costs may be incurred for orders placed at short notice and express deliveries, which will be charged to the customer.

As «How are you?» is a Swiss-German campaign and there have been several problems with customs, **no material will be sent abroad** for reasons of cost and effort.

The brochures and posters can be downloaded at [www.how-are-you.ch/brochures](http://www.how-are-you.ch/brochures). If you are interested, you can request the print data by e-mail to [kontakt@wie-gehts-dir.ch](mailto:kontakt@wie-gehts-dir.ch) and organise the printing yourself.



## 5. Costs

**Private individuals and non-profit organisations and institutions in German-speaking Switzerland can obtain the material free of charge.**

Private individuals and organisations in the cantons of **FR, JU, NE, VD, VS, GE, TI** will be charged a flat-rate contribution towards expenses of CHF 20 per order.

For **profit-orientated companies**, the brochures and the flyer with conversation tips are offered for **CHF 2 per piece plus shipping costs.**

Shipping costs B Mail:

- Letter post B4 up to 500 g CHF 1.85
- Letter post B4 up to 1 kg CHF 3.65
- Parcel up to 2 kg CHF 7
- Parcel up to 10 kg CHF 9.70
- Parcel up to 30 kg CHF 20.50

Companies should contact the campaign office ([kontakt@wie-gehts-dir.ch](mailto:kontakt@wie-gehts-dir.ch)) to order brochures.

## 6. Terms of payment

The invoice currency is CHF. All prices include the statutory value added tax (VAT) and are binding. Delivery in Switzerland is made against invoice, payable within 30 days of the invoice date. In the event of late payment, «How are you?», represented by the Pro Mente Sana Foundation, shall be entitled to charge interest on arrears at the usual bank rate in addition to reminder fees.

## 7. Data protection

The data required for processing the transaction will be stored by Pro Mente Sana in compliance with the applicable regulations and, depending on the canton in which the order is placed, forwarded to the office responsible for dispatch. All personal data is treated confidentially and with the utmost care by Pro Mente Sana. The data is deleted annually at the end of January. Further information on data protection can be found [here](#).

## 8. law and place of jurisdiction

The provisions of Swiss law shall apply. The place of jurisdiction is Zurich.

These GTC are valid from November 2023.