

Refund Request for Swisscovery Overpayments

I have noticed that I have paid too much when settling the invoice.
Please transfer the following amount CHF _____ back to me using the details below.

Account holder's name (please check against the name on your account card or bank statement):

Bank or post office IBAN:

CH

For bank accounts only: bank name & post code/town

Up-to-date contact details for any enquiries:

Email address

Mobile no.

Please send this form to swisscovery@slsp.ch.

Thank you for your cooperation. If you have any questions, please get in touch.

Kind regards,
SLSP AG

Please note for refunds sent overseas:

In general, the banks involved in the payment process collect fees for cross-border payments, with these fees deducted from the amount being transferred. The fee is determined by the outlay required for processing and factors relating to the recipient country. The customer must cover all the fees for the transaction. If SLSP needs to pay the fees, this amount will be offset against the credit. For smaller credit balances, it is perfectly possible that the fees charged by the recipient's bank overseas could be higher than the refund itself. SLSP has no influence over the fees charged and recommends having refunds paid into a Swiss bank account wherever possible.

