



01 May 2024

QuickZoll

Information on using / Terms of use

Brief summary

- The QuickZoll app can be used entirely offline until payment.
- You may enter Switzerland once per calendar day with goods which you have cleared using QuickZoll.
- You may use QuickZoll only for goods that you import for your personal use or as gifts
- By using QuickZoll, you accept that the VAT rate of 8.1% is also applied to goods that are subject to the reduced tax rate (2.6%), in particular food, animal feed, medicines and books). If you would like the reduced tax rate to be applied, you must declare the goods orally at a border crossing manned by Federal Office for Customs and Border Security (FOCBS) staff.
- Payment is possible using a credit card or TWINT. The goods are cleared through customs after payment of the duties and you will receive a receipt in the app.
- After customs clearance with QuickZoll, you may enter Switzerland using **any** border crossing, regardless of whether or not FOCBS staff are present. In airports, you may use the green channel at airports.
- Customs clearance with QuickZoll is only possible 48 hours before crossing the border at the earliest and must take place at the latest at the border crossing point or before passing through the green exit.
- The receipt in the app must be presented to FOCBS staff upon request. They will scan the QR code if required.
- No registration is required. All connection costs incurred (e.g. data and roaming costs) as well as all other costs (in particular credit card fees) are entirely at your own expense.

How to clear your goods through customs

- Declare all transported goods (except personal effects and travelling provisions). The applicable duty-free allowances and the tax-free limit are automatically deducted.

- Enter the value in the foreign currency. The value is automatically converted using the preceding day's (last working day) exchange rate (forex sell rate). The value after deduction of foreign value added tax is decisive, provided this is indicated on the receipt/invoice. If the value is specified including VAT, the net value is calculated as follows: gross value/(100+tax rate)*100 = net value. Example with EUR 1.000 incl. 20% VAT: EUR 1,000/120*100 = EUR 833.33.
- Special provisions apply to vehicle repairs.

Road vehicles and watercraft

Aircraft

- Set a two-hour timeframe for your border crossing. The timeframe **cannot be changed** after the receipt has been issued. **The receipt is valid only during this timeframe.** If you are unable to comply with the selected timeframe, you must report to a border crossing manned by FOCBS staff and during entry into Switzerland explain why you were unable to enter during the validity period. Tax and duties will be levied again without credible justification.
- All persons to whom the receipt applies must enter together.
- You can correct your declaration at any time before paying. No further corrections are possible in QuickZoll after paying. After paying for additional foreign goods purchased, you must declare them upon entry into Switzerland at a border crossing manned by FOCBS staff.
- An internet connection is required for the payment process. If customs clearance with QuickZoll is not possible (e.g. no internet connection or payment by credit card is not possible), you must declare the goods at a border crossing manned by FOCBS staff or via a declaration box.
- For customs controls, you must be able to display a valid receipt on your mobile device for the goods you are importing. Please note that, during the validity period of the receipt, a picture of the receipt that is forwarded to third parties via WhatsApp, iMessage, SMS or email will not be accepted as a receipt. The receipt must be retained for at least one year.

Special cases

The following goods cannot be cleared using QuickZoll. You must declare the goods at a border crossing manned by FOCBS staff in any case.

- Goods which are subject to restrictions or bans and which require a certificate or authorisation (e.g. weapons, live animals and products governed by species protection);
[further information](#)
- Goods that you wish to declare at the reduced VAT rate;
- Goods that you are not importing for your personal use or as gifts (e.g. goods that are intended for trade);
- Vehicles and fuel;

- Household effects, wedding trousseaux and inherited property;
- Goods that are only temporarily imported into Switzerland;
- Goods intended for transit through Switzerland.
- Goods for which you require export confirmation.

Information concerning the refund of Swiss VAT and tax-free shopping in Switzerland can be found [here](#).

Criminal liability

- Declare the goods fully and correctly. Prohibited goods and/or goods which are subject to authorisation may not be declared. Customs clearance with QuickZoll is binding (Art. 33 of the Customs Act, CustA; SR 631.0). You commit a criminal offence if you do not fully declare or falsely declare goods or declare prohibited goods and/or goods which are subject to authorisation (Art. 118 and 127 of the CustA).
- The person who presents the receipt for customs control is responsible for the correct clearance of the goods transported. That person also incurs criminal law liability in the event of undeclared or falsely declared goods being found.