



CLIENT GUIDE — FULL EDITION

5 quotes, a real choice, from A to Z.

The reference manual for using 5devis.ch : submitting a request, comparing offers, signing online and tracking your job — free of charge and with no obligation.

100% free

Up to 5 quotes

26 cantons

No obligation



Moving



Cleaning



Clearance



Transport



Customs



Gardening



Concierge



Storage

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This guide covers every feature of your 5devis.ch client account, from creating your account to fully tracking your service. Each section can be read on its own.

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What is 5devis.ch ?

5devis.ch is the Swiss platform that connects you with verified providers in your canton, so you can receive up to 5 comparable quotes — free of charge and with absolutely no obligation.



100% free

You never pay anything to submit a request, receive offers or contact professionals.



Up to 5 quotes

Five verified providers from your canton respond to your request — you choose freely.



Verified providers

Identity, documents and insurance checked ; trust badges visible on every profile.



8 service categories

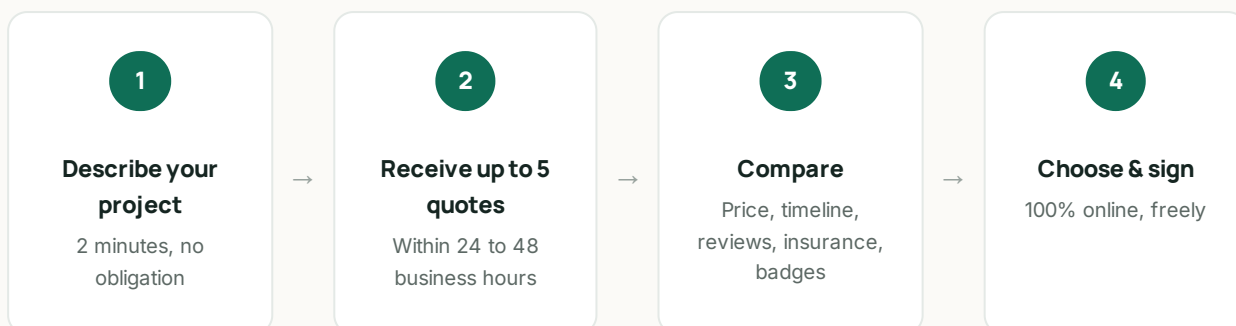
Moving, cleaning, clearance, transport, customs, gardening, concierge, storage.

YOUR PROTECTION

Your data is protected under Swiss data protection law (nFADP) and shared only with providers in your canton relevant to your request.

The request journey at a glance

Three simple steps to receive your quotes : describe your project, compare offers, choose freely.



A CONCRETE EXAMPLE

Marie submits a moving request in Lausanne on a Monday morning. Within 2 minutes, 5 Vaud-based companies receive her request. Three reply the same day — Marie compares and signs with one of them on Wednesday.

NO OBLIGATION, EVER

You're free to compare, negotiate, accept or decline every offer you receive. An unselected quote has no consequences for you.

Creating an account and signing in

Your client account centralises all your requests, quotes, contracts and payments — created automatically with your first request.



Create your free account

In a few seconds, while submitting your first quote request : first name, last name, email, phone and a password of your choice.



Signing in

From *Client Area*, enter your email and password to find all your requests.



Forgot password

A reset link is sent to you by email in one click from the sign-in page.



Verified email

A confirmation email validates your address and secures your account.

TIP

You can generate a password automatically during your first request — it then lets you access your account directly, without going through a password reset.

Submitting a quote request

Choose your service, describe your need through a few guided fields — the form automatically adapts to the chosen category.

1 Your need

Select the relevant service (moving, cleaning, clearance...) and specify key characteristics : property type, surface, volume, access, etc.

2 Details & date

Add your desired date and an additional description to clarify your need in detail.

3 Your details

First name, last name, email, phone and canton — needed so providers can respond to you.

4 Free submission

Your request is instantly sent to 5 verified providers in your canton and category.

CATEGORY	TYPICAL FORM FIELDS
Moving	Departure/arrival addresses, number of rooms, floor, lift, estimated volume (built-in calculator)
Cleaning	Cleaning type (end-of-lease, regular...), property type, surface, number of rooms and bathrooms
Clearance	Property type, estimated volume, contents to remove, access, wish to donate/sell items in good condition
Transport	Transport type, estimated weight, urgency
Gardening / Concierge / Storage / Customs	Dedicated form with fields specific to each category

PROTECTING YOUR DATA

Your data is protected under Swiss data protection law (nFADP). It is shared only with providers in your canton relevant to your request — never resold to third parties.

05 REQUESTING

The volume calculator (moving)

For a move, a built-in calculator automatically estimates the volume to be transported based on the rooms and items you declare — no need to know the exact m³, the platform handles it.



Declare your rooms

Living room, bedrooms, kitchen, cellar... each room adds its estimated volume to the total.



Adjust as needed

Add or remove specific bulky items to refine the estimate.



Total volume calculated

The total in m³ is shown in real time and will be visible to providers to produce a realistic quote.

Tracking my requests

All your requests are centralised under **My Quote Requests**, with their status always up to date.

STATUS	MEANING
Open	Your request is active, awaiting replies from providers.
In progress	You have received one or more quotes, currently being compared.
Confirmed / Completed	A quote has been accepted and signed — the job is scheduled.
Expired	The response window has passed without a quote being accepted.
Cancelled	The request has been cancelled.

STILL WAITING FOR QUOTES ?

Providers usually respond within 24 to 48 business hours. You'll be notified by email as soon as a new quote arrives.

QUOTE UNDER REVIEW

Some quotes are briefly reviewed by our team before being sent — they appear in your account as soon as approved, generally within 24 to 48 hours.

Receiving and comparing quotes

Every quote you receive shows everything you need to decide with confidence : price, included services, provider profile.



Detailed pricing

The breakdown of services (description, quantity, net unit price), the net subtotal and the gross total including VAT.



Included / not included

A clear list of what's included in the price and what isn't.



Turnaround time

The timeframe announced by the provider to complete the job, in business days.



Personal message

A note from the provider addressed specifically to your request.



Client reviews

The average rating and comments left by the provider's past clients.



Liability insurance

The status of their professional liability insurance, active or not.



Trust badges

Gold, Silver or Verified — based on the completeness of their file and their reviews.



Valid until

Every quote shows its expiry date — decide before it expires.

The smart comparison tool

Our system automatically compares the price, client rating, insurance and trust badge of each provider to help you decide.



Value-for-money score

Each quote receives a score calculated from every comparison criterion.



Recommended choice

The quote with the best score is flagged with the tag « Recommended by our comparison tool ».



You stay in control

This recommendation is an automated decision aid ; it does not replace your own judgement.

THE FULL DISCLAIMER

This recommendation is an automated decision aid ; it does not replace your own judgement. You remain entirely free in your choice.

How to read the comparison table

COLUMN	DESCRIPTION
Provider	The company name and its profile.
Gross price	The total amount, tax included.
Timeline	The announced time to complete the job.
Reviews	The average rating from past clients.
Insurance / Badge	The provider's trust indicators.
Value-for-money score	The overall score calculated by the comparison tool.

Negotiating a quote

Before deciding, you can talk directly with the provider to adjust their offer.

1 Open the quote's messaging

Every quote has its own conversation with the relevant provider.

2 Propose a discount

State the discount percentage you'd like and add an optional message to explain your request.

3 Send your proposal

The provider receives your negotiation request and can respond with a new quote or a message.

4 Attach a file if useful

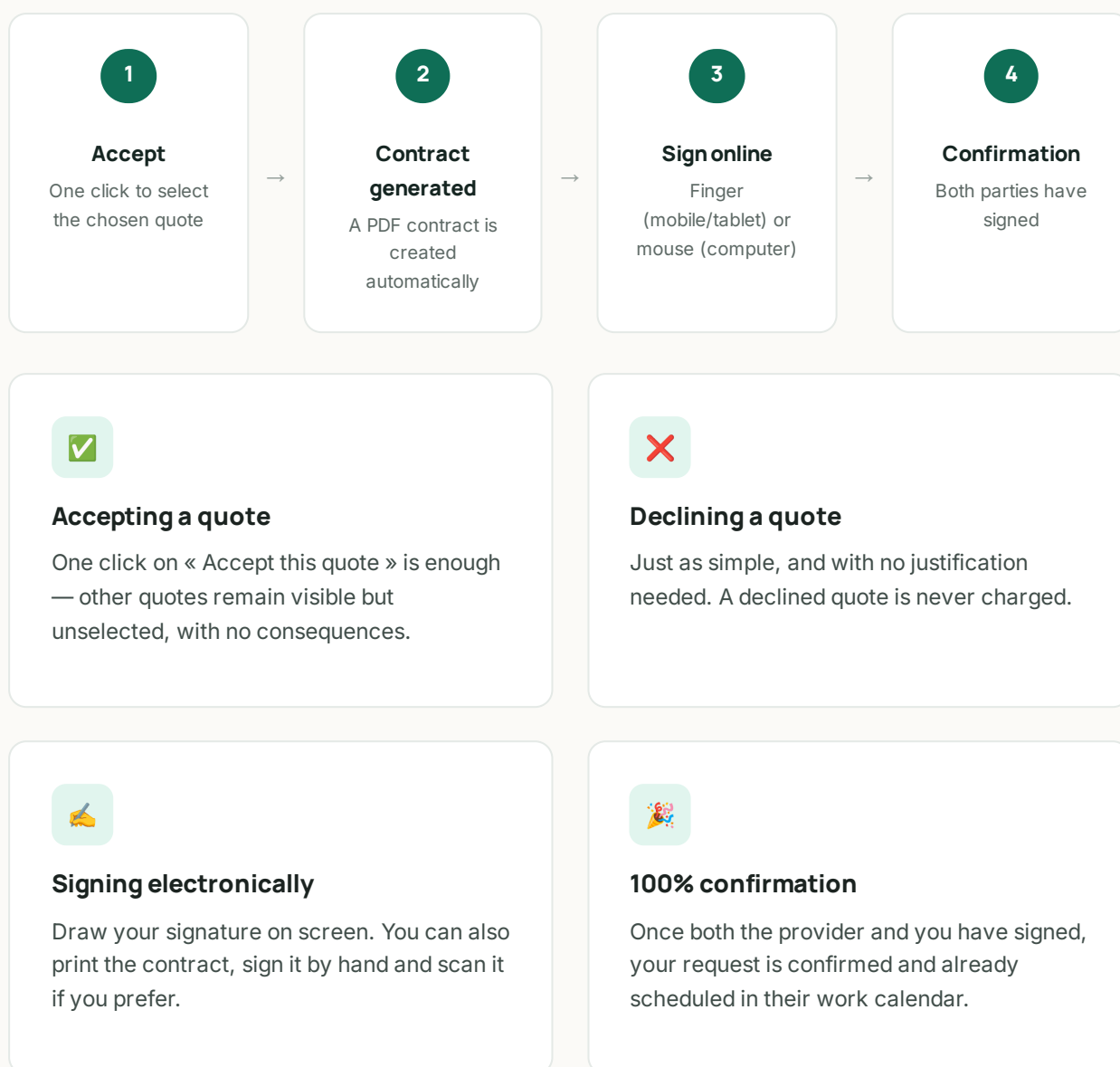
A photo, document or evidence useful for the negotiation — JPG, PNG or PDF, 5 MB max.

GOOD TO KNOW

Negotiating commits you to nothing : you remain free to accept, decline or keep comparing with other providers.

Accepting, declining & signing the contract

Once you've made your choice, everything happens online : acceptance, electronic signature and confirmation.



A TYPICAL CONFIRMATION MESSAGE

« Thank you ! Both you and the provider have signed the contract. Your request is 100% confirmed and already scheduled. The provider will get back to you shortly to sort out the last practical details. »

Viewing the quote and the contract

At any time, find the PDF of your quote and the full associated contract from your request's detail page — useful for your records or if you have questions.

Paying for my service

Payment for your service is made directly with the provider you chose — no money passes through 5devis.ch.



Twint

Instant mobile payment, if offered by your provider.



PostFinance

Secure payment via PostFinance.



Credit / debit card

Classic card payment.



Bank transfer

Payment by transfer, according to terms agreed with the provider.

NO MONEY PASSES THROUGH 5DEVIS.CH

All payments are made directly to the provider of your service — applicable to private and business clients alike.

My 5% discount voucher

After every paid service, you automatically receive a 5% discount voucher for your next order on 5devis.ch.



Automatic generation

The voucher is created as soon as your payment is confirmed — no action needed on your part.



Code to copy

Find the code under *My Discount Vouchers* and copy it in one click for your next request.



Validity period

Each voucher stays valid for a set number of days — the expiry date is clearly shown in your account.



Status tracked

Active, used or expired — the status of every voucher is visible at all times.

Reviews and complaints

Your feedback matters : it helps future clients choose, and pushes providers to keep up a high standard of service.



Leave a review

Rate your experience from 1 to 5 stars and add an optional comment describing your experience with the provider.



Report an issue

A complaint (subject + precise description) is sent directly to our team — it is never published publicly.

WHY IT'S USEFUL

Your complaint allows the 5devis.ch team to step in if needed and to keep the provider network's quality high over time.

Messaging with the provider

Every quote has its own conversation, for any question before, during or after the service.



Centralised exchanges

Find all your messages related to a request in one place, organised by quote and provider.



Attachments

Send a photo, document or proof of payment directly in the conversation (JPG, PNG or PDF, 5 MB max).



Unread messages

A badge shows the number of new messages every time you sign in to your account.

My profile and account at a glance

All the tools of your client account, gathered in a single menu.



Dashboard

Overview of your requests and recent messages.



My Quote Requests

All your requests, with status always up to date.



My Payments

The history of your payments made.



My Discount Vouchers

Your active, used or expired codes.



My Messages

Your conversations with providers.



My Profile

Your contact details and login credentials.



My Shop Orders

Tracking your purchases on the 5devis.ch Shop.



My Referrals

Your personal code and referral earnings.

UPDATING MY DETAILS

Under *My Profile*, update your first name, last name, phone, address and canton at any time. Only your email address cannot be changed. Password changes are made from the Security section.

5devis.ch Shop

Beyond quotes, order materials useful for your project directly on the platform.



Browse the catalogue

Boxes, packing materials and supplies related to your projects (moving, cleaning...).



Cart & checkout

Add items to your cart and complete your order with your chosen delivery option.



Free delivery from CHF 100

Several delivery methods are offered, with fees and lead times shown before confirmation.



Order tracking

Find the status of each order — confirmed, paid, shipped or delivered — under *My Shop Orders*.

The client referral programme

Share 5devis.ch with your circle and earn a commission for every friend you refer.

1 Share your link

Your personal referral link is available from your dashboard — copy it in one click.

2 Your referrals benefit

Your contacts get a perk on their first request thanks to your link.

3 You earn 5% per referral

A commission is paid to you for every friend referred — tracked in your referral dashboard.



Total & pending earnings

Track your cumulative earnings and the amounts still to be paid, with a payout scheduled at month end.



Payments received

The complete history of your payouts : date, reference, method and amount.

Property and partner directories

Two public directories to go further in your search, accessible without an account.



Property directory

Browse 5devis.ch's partner real estate agencies in your canton and their properties currently for sale or rent.



Filter by canton

Narrow your search by canton to see only the properties and agencies relevant to you.



Partner directory

Browse 5devis.ch's partner providers by canton and category, with their badges and reviews.

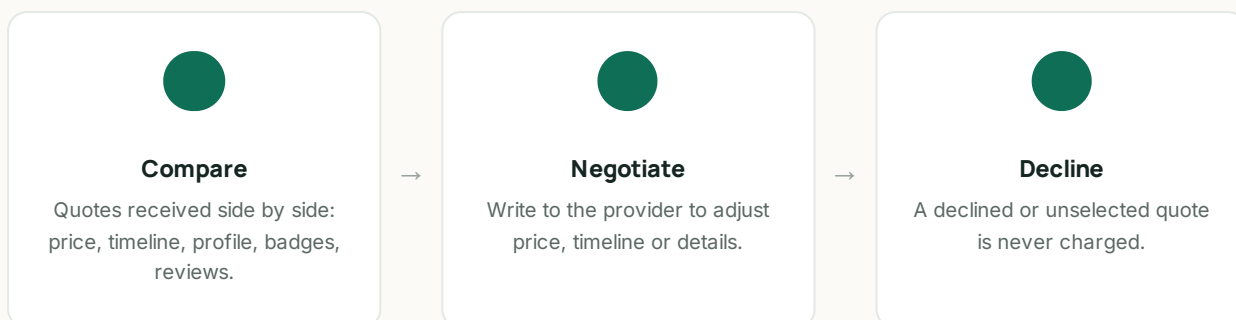


Direct contact

Contact an agency or provider by email directly from their public listing.

Your rights : compare, negotiate, decline

This is the core principle of 5devis.ch — and it's what pushes the best providers to the top.



- ✓ You are never obliged to accept a quote.
- ✓ You can compare as many times as you need before deciding.
- ✓ You can decline without justification, at any time.
- ✓ Your data remains protected under Swiss data protection law (nFADP).
- ✓ Payment is always made directly with the provider, never via 5devis.ch.

Frequently asked questions

Is it really free ?

Yes, 100% free and with no obligation. You never pay anything to submit a request, receive offers or contact providers.

How many quotes can I receive ?

Up to 5 quotes per request, from 5 different verified professionals in your canton.

How soon will I receive the quotes ?

Most requests receive their first offers within 24 to 48 business hours.

Am I obliged to accept a quote ?

Absolutely not. No obligation on your part — you're free to compare, accept or decline every offer.

Is 5devis.ch available across Switzerland ?

Yes. The platform covers all 26 Swiss cantons and is available in French, German, Italian and English.

How is my payment secured ?

Payment is made directly with the provider you chose — no money passes through 5devis.ch.



**Got a question ? The 5devis.ch
team is here to help.**

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5devis.ch — Client guide, full edition — English