

## BANG & OLUFSEN LEGAL SECTION

### Online Return Policy

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This Online Return Policy is provided to you by Design Collection Denmark Pty Ltd ("DCD" or "we", "us", "our"), 620 Church Street, Cremorne, VIC, 3121, with business registration number 17628491467, as defined in the consolidated Group Annual Report. We are the authorized distributor for Bang & Olufsen in Australia.

As a consumer, you are entitled to the benefit of statutory consumer guarantees in respect of products purchased from us. If you believe a product is faulty, not of acceptable quality, does not match the description provided or is not fit for purpose, you may be entitled to a remedy under the Australian Consumer Law. However, these consumer guarantees do not apply where the item was damaged due to abnormal use or misuse.

This Policy is to be read in conjunction with our Terms & Conditions and applies to all purchases made online through our website.

Please choose carefully as once an order has been processed, we are unable to cancel an order.

To feel safe when shopping online at Bang & Olufsen, we offer you to exchange or return your product for a refund within 30 days of receipt of your online order. Please note this is for online orders only and will not be honored in store.

- We grant full right of cancellation should you regret your purchase within 30 days of receipt of your online order.
- We can exchange or give you a full refund for the product(s) returned.
- Please note that a return or exchange of an order without the order confirmation number will be subject to additional processing time and will delay crediting your account.
- In case of refund, the original amount paid for the returned Bang & Olufsen product(s) will be refunded, when we have received the product(s) and documentation for such return.
- If the returned goods are not substantially in the same condition and quantity as delivered by Bang & Olufsen, the item will be shipped back, and no refund will take place.
- Refunds are done in the original payment method.
- To begin the returns process please contact our Customer Support at [anzenquiries@designcollection.dk](mailto:anzenquiries@designcollection.dk)

After 30 days of receipt of your online order:

- You may return a product when you:
  - o receive a product that is fundamentally different in nature from the product specified in the Customer Contract; or
  - o receive a faulty or damaged product
- You are required to send us images of the damage, defect, or fault together with your order confirmation number for preliminary assessment. You may be asked to provide further information to support your claim to assist us with our assessment of the goods.
- Please note that a return or exchange of an order without the order confirmation number will be subject to additional processing time and will delay crediting your account.
- If the product is confirmed to have a defect, we will replace or repair the product (if repair is reasonably possible) or refund the price of the product to your original payment method provided it still falls within the standard product warranty coverage.
- If the product is found not to have a defect, deemed out of warranty, or you otherwise do not have a remedy for a failure to comply with the consumer guarantees under the Australian Consumer Law, we will contact you to determine whether you want us to dispose of the product or return the product to you at your expense.
- It does not constitute as a defect if in our reasonable opinion a product has become of unacceptable quality following the sale to you due to fair wear and tear, misuse, failure to use in accordance with manufacturers' instructions, using it in an abnormal way or failure to take reasonable care.

#### **RETURN BY POST**

- Items can be returned or exchanged if they are:
  - o deemed faulty and is under product warranty coverage
  - o with valid proof of purchase
- To begin the returns process please contact our Customer Support at [anzenquiries@designcollection.dk](mailto:anzenquiries@designcollection.dk)

#### **EXCHANGES IN STORES**

- You can exchange your faulty products from online purchase at **Bang & Olufsen flagship stores**, subject to our in-store team's assessment of Goods within the standard product warranty coverage.
- Find your nearest Bang & Olufsen stores [here](#).
  - o All returns must meet our Returns Policy and Conditions.
  - o You must have your Order Confirmation email and Delivery Confirmation email handy.

- We are unable to process returns in store for a full refund for the product(s) you purchase on our Website. All Refunds to your original payment method must be managed through [anzenquiries@designcollection.dk](mailto:anzenquiries@designcollection.dk)

Should you have any questions in regards to our returns process or your order, do not hesitate to contact our Customer Support at [anzenquiries@designcollection.dk](mailto:anzenquiries@designcollection.dk) within office hours 9:00 am - 6:00 pm. Upon receipt, we will endeavour to respond within 24 hours.