

BANG & OLUFSEN LEGAL SECTION

Online Shipping Policy

Details about where and how we are shipping products purchased on our website.

Online Shipping Policy

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This Online Shipping 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.

- Whilst we endeavour to process and ship your order as quickly as possible, we unfortunately have no influence on external providers' delayed delivery times. Delivery times may be longer than specified due to high order volumes during promotional periods.
- Orders made through the Website at www.bang-olufsen.com/en/au will be delivered to local addresses in Regional and Metro areas within Australia only.
- Please note that we might not be able to deliver to some regional locations or parts of Australia, we will notify you at time of order where this is applicable to arrange for delivery to an alternative delivery address.
- The cost of delivery of your order will be displayed to you at time of order confirmation.

DELIVERY TIMES

- Design Collection Denmark prides itself on customer service and prompt delivery, all orders will be processed within 3 to 5 business days (excluding weekends and Public holidays) after receiving your order confirmation email, depending on the time the order is placed and stock availability.
- We endeavour to dispatch all orders within 1 business day during non-peak and non-promotional periods. Once your order has been packed and has left our warehouse, you will receive a notification email with all of your tracking details. Please note it can take up to 24 hours for the tracking details to reach your inbox, once it has left our warehouse.
- We will aim to leave the order at the address provided by you at the time of purchase. You must ensure that you are able to take delivery of the product without undue delay and at any time reasonably specified by us. Our delivery partners may contact you via SMS prior to delivery to provide you with different delivery options, including giving 'authority to leave' the item at the address, or have delivery re-routed to a collection point. Alternatively, the courier may leave a card requesting your instructions on either re-delivery or collection from the carrier or a collection point.

INCORRECT ADDRESS

- It is not possible to change your shipping address or redirect an order after you have submitted your order on our website. Orders are immediately sent to the fulfilment center when they are submitted and our system can no longer retrieve or change them.

- If your shipment is not successfully delivered it will be returned to the fulfilment warehouse. Please note that, without prejudice to any other right or remedy available to us, we may charge you for storage costs and any further delivery costs, or terminate your order if you repeatedly fail to take delivery of the product.
- If you choose to return the goods regardless of the situation you will have the risk and liability for damage to the goods during transport when returning until we have taken physical possession of the goods.
- Unless otherwise specified by you, all risk in the product shall pass to you upon delivery. If delivery is delayed, risk shall pass at the date delivery occurs. From the time when risk passes to you, we will not be liable for loss or destruction of the product.
- If you believe you have received a wrong product, contact our Customer Support with your order confirmation number, and a photograph of the item and we will follow up with you regarding the case.
- Orders are subject to availability and we reserve the right to cancel any order, for any reason, including due to unavailability.

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