

# Online Shipping Policy

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This Online Shipping Policy is provided to you by Bang & Olufsen Group ("Bang & Olufsen" or "we", "us", "our"), consisting of Bang & Olufsen A/S, Bang og Olufsen Allé 1, 7600 Struer, Denmark, with business registration number 41257911 and its subsidiaries, as defined in the consolidated [Group Annual Report](#).

- Bang & Olufsen offers shipping of products purchased on our [Website](#) to the following countries: United States, Canada, Austria, Belgium, Denmark, Estonia, Finland, France, Germany, Greece, Italy, Ireland, Latvia, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovenia, Slovakia, Spain, Sweden, Switzerland, United Kingdom.
- It's not possible to change your shipping address after you have submitted your order on our [Website](#). Orders are immediately sent to the fulfillment 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 fulfillment warehouse and a credit will be made to your account.
- Bang & Olufsen has the risk and liability for damage to the goods during transport when delivering until you or someone appointed by you have taken physical possession of the goods.
- 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 Bang & Olufsen has taken physical possession of the goods.
- Business/Working Days: We can dispatch orders on working days only. Working days are Monday to Friday. Please take this into account when placing orders over the weekend. For example, if you place an order on Saturday your order will be dispatched on the next working day, which is Monday.

Should you have any questions in regards to our shipping process, do not hesitate to contact our [Customer Support](#).