

Online Shipping Policy

1. Company introduction

www.bang-olufsen.com/ko website is run by Bang & Olufsen Group and the delivery and customer service of the products ordered in Korea are handled by Kolon Mobility Group, a master dealer of Bang & Olufsen.

2. Shipping policy

Your products ordered will be delivered by the expected delivery date indicated on the Shipment Confirmation except for events that are out of our control. If we cannot meet the expected delivery date due to events out of our control, we will contact you and inform you of the changed expected shipping date.

- The shipping is completed when your product is delivered to the address you provided to us.
- You are responsible for the product from the time when shipping of your product is completed.
- We accept orders with shipping address in Korea only.

Shipping period

- If payment is made by 11:00 am on weekdays, the product is shipped on the same day and delivered to you within 2 days.
- If payment is made during weekends, public holidays and after 11:00 am on weekdays, the product is released on the next business day and delivered within 2 days.
- However, in case where order amount increases significantly or there are some issues with a courier company it may take more time to deliver your product.

Cost

- If you purchase a product on Bang & Olufsen website, no shipping fee is charged.

3. Exceptions

We cannot guarantee the release of product on the next business day if delivery destination is located in mountainous or island areas. If your delivery place is located in mountainous or island areas, please wait a little longer to get the product you ordered.

Please contact via following number and e-mail address for inquiry related to order.

- Tel: +82-2-2135-1380
- Email: bn03011825@kolon.com