BANG & OLUFSEN LEGAL SECTION

Online Return Policy

Version: v1.3 Published: 01 September 2026

This Online Return Policy is provided to you by Design Collection Pte Ltd ("DCD" or "we", "us", "our"), 215 Henderson Road, Unit 01, Singapore 159554, with business registration number 200611441N. We are the authorized distributor for Bang & Olufsen in Singapore.

If you change your mind about your purchase, you may return eligible products within 30 days of receipt, subject to the conditions below.

Please note this is only applicable for online orders placed on https://www.bang-olufsen.com/en/sg and will not be honoured in store.

Items purchased at a discounted price will not be eligible for exchange or refund. All customised items (e.g. engraved) are final sale and not refundable.

To be eligible for a return:

- The return must be requested within 30 days of receipt of the product.
- The product must remain unopened and sealed in its original packaging.
- The original packaging, seals, labels, accessories, manuals, inserts and other components must remain intact and in their original condition.
- Where applicable, any gift provided with the purchase must also be returned together with the product.
- The product must not have been used, activated, installed or registered.
- The product's serial number and identification labels must remain intact and legible.
- Proof of purchase or the original order reference must be provided.

You will receive instructions on how to return the item upon confirmation of your return request. The cost of returning the products to Design Collection Pte Ltd will be borne by you.

Please note that the return of an order without the order confirmation number will be subject to additional processing time and will delay crediting your account.

Refunds will be made to the original payment method.

If the returned goods are not substantially in the same condition and quantity as delivered by Design Collection Pte Ltd, an amount equivalent of the diminished value ofthe product will be deducted from the payment to be refunded.

Should you have any questions in regard to our return process, do not hesitate to contact our team.