

BANG & OLUFSEN LEGAL SECTION

Online Return Policy

The right of cancellation should you regret your purchase done on our website.

Online Return Policy

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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.

To feel safe when shopping online at Bang & Olufsen Website, we offer you options to return your product for a refund within 30 days of receipt of your online order.

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.

- Other than the above, we grant full right of cancellation should you regret your purchase within 30 days of receipt of your online order. The product should be in its original packaging, serial number, labels or tags, inserts, accessories as per its original condition when you receive the Goods.
- 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 a return of an order without the order confirmation number will be subject to additional processing time and will delay crediting your account.
- Refunds are done in 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 of the product will be deducted from the payment to be refunded.

Should you have any question in regards to our return process, do not hesitate to contact our Customer Support.