

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 exchange or return your product for a refund within 14 days of receipt of your online order.

- You may return a Product when you:
 - receive a product that is fundamentally different in nature from the Product specified in the Customer Contract; or
 - receive a faulty or damaged Product
- The product should be in its original packing, labels or tags, inserts, accessories as per its original condition when you receive the Goods; to be sent or dropped off at Bang & Olufsen Singapore Service Center (by Design Collection) located at 215 Henderson Road, Unit 01, Singapore 159554 within our operating hours 9AM -5PM, Mondays to Fridays; or sent back via courier with a tracking number to the above address. The cost of returning the products to Design Collection Pte Ltd will be borne by you.
- We can exchange or give you a full refund for the product(s) returned according to the Terms and Conditions of Sale.
- Please note that a return or exchange of an order without the order confirmation number will be subject to additional processing time and will delay crediting your account.
- In case of refund, the original amount paid for the returned Bang & Olufsen product(s) will be refunded, when we have received the returned product(s) or documentation to prove the product(s) have been sent to us.
- 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.
- Opened boxed item(s) may be considered for a full refund where the products are left intact in their original packaging i.e. plastic bags that contain the products.
- Refunds are done in the original payment method.

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