

BANG & OLUFSEN LEGAL SECTION

Online Shipping Policy

Details about where and how we are shipping products purchased on our website.

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

- Design Collection Pte Ltd offers shipping of products purchased on the Bang & Olufsen Website to the following countries: Singapore
- The cost of delivery of your Order will be displayed to you on our Site. We currently offer local shipping to Singapore addresses only.
- Orders are processed and dispatched from our warehouse to our local delivery partner within an estimated 3 to 5 working days. Our local delivery partner shall deliver the product to the address specified in your Order. Any delivery dates stated during the order process are estimates only.
- It is not possible to change your shipping address or redirect an order after you have submitted your order on our Website. Orders are immediately sent to the fulfilment 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 fulfilment warehouse. Please note that, without prejudice to any other right or remedy available to us, we may charge you for storage costs and any further delivery costs, or terminate your Order if you repeatedly fail to take delivery of the product. Bounced parcels that are unclaimed after 1 month will be deemed as DCD's property and no compensation will be offered as sufficient response time has been given.
- Design Collection Pte Ltd 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 Design Collection Pte Ltd has taken physical possession of the goods.
- Business/Working Days: We can dispatch orders on working days only. Working days are Mondays to Fridays (excluding public holidays). Please take this into account when placing orders over the weekend. For example, if you place an order on Saturday, once payment is received & cleared your order will be processed dispatched with 48 hours from the next working day which is from the following Monday.
- If you believe you have received a wrong product, contact our Customer Support at with your order confirmation number, and a photograph of the item and we will follow up with you regarding the case.

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