

Online Return Policy

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This Online Return Policy is provided to you by Bang & Olufsen Group ("Bang & Olufsen" or "we", "us", "our"), consisting of Bang & Olufsen A/S, Bang og Olufsen Allé 1, DK-7600 Struer, Denmark, with business registration number 41257911 and its subsidiaries, as defined in the consolidated [Group Annual Report](#).

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

Under the customer legislation, we grant full right of cancellation should you regret your purchase within 30 days of receipt of your online order.

If you live outside of the UPS collection and a collection cannot be offered due to your address, the product should be sent or dropped off at the nearest UPS location.

We can exchange or give you a full refund for the product(s) returned.

Please note that a return or exchange of an order without the ticket 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 product(s) or documentation for such return.

If the returned goods are not substantially in the same condition and quantity as delivered by Bang & Olufsen, 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](#).