

Online Return Policy

1. Company introduction

www.bang-olufsen.com/ko website is run by Bang & Olufsen Group and the delivery and customer service of the products ordered in Korea are handled by Kolon Mobility Group, a master dealer of Bang & Olufsen.

2. Return

Please prepare the product in the same packaging as you received and request product return to us within 7 days after purchase. If the shipping fee was free upon purchase, shipping fee for round-trip can be imposed in case of product return. Please be advised that your return may not be accepted if you do not pack the product properly to make sure that the product is not damaged during shipping or if you do not pay reasonable attention to the product. We will refund the full amount in card or the payment method you used for purchase when we receive the product in undamaged condition.

If you want to return a product, please request return via following contact number and e-mail below.

- Tel: +82-2-2135-1380

- Email: bn03011825@kolon.com