

# Notation based on the Act on Specified Commercial Transactions

【Distributor Name】 Bang & Olufsen Japan K.K.

【Sales Manager】 Martin Gordian

【Location】 〒150-0012 5-1-25 Hiroo, Shibuya-ku, Tokyo

【Phone number】 03-6455-4255 (Reception hours Monday ~ Friday 10 am ~ 5 pm

\* Closed on Saturdays, Sundays, national holidays, and year-end and New Year holidays)

【E-mail address】 [bang-olufsen@hb-style.co.jp](mailto:bang-olufsen@hb-style.co.jp)

【Homepage URL】 <https://www.bang-olufsen.com/>

【Selling Price】 The selling price of the product is displayed on the purchase page of the product.

Payment Method/Timing: Credit Card Payment (VISA/MasterCard/JCB/AMEX/Dinners)

【Application expiration date】

In the case of credit card payment, the payment time of the credit card shall be in accordance with the contract separately concluded between the orderer and the credit card company used.

【Sales Quantity】 No limit

【Product delivery time】

In the case of credit card payment, it will be shipped within 3 business days after receiving the order.

\* The above does not apply to reservation sales, delivery time clearly stated, and year-end and New Year holidays.

【Product delivery method】 After arrangement by our company, delivery by a partner shipping company.

【Necessary charges other than products】

Shipping: Free in principle. However, for remote islands and some areas, there may be a separate fee.  
Consumption tax: 10%

【About returns and cancellations】

Return Handling Conditions

- The product must have been purchased at <https://www.bang-olufsen.com/>  
Only orders that are returned within 30 days of shipment of the product will be exchanged or refunded. As our products are intended for personal use, we are unable to accept returns for the purpose of trial listening.

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- The serial number of the purchased product matches the information registered at the time of purchase.
- The product must be undamaged and packed with the original packaging material.  
(Please return the product itself, accessories such as power cable, instruction manual, etc.)  
If there are any missing items in the package at the time of shipment, we may not be able to refund.
- The returned product will be determined by Bang & Olufsen Japan K.K. to determine the condition of the product.
- The product must be checked for shortages in the box and refundable.
- It must be a refund request from the purchaser who lives in Japan.
- Refunds will be made using the original payment method.
- We will bear the return shipping fee in the case of defective products or incorrect products (wrong delivery), but the return shipping fee in the case of returns due to customer's convenience will be borne by the customer.

【About overseas delivery】

We do not deliver overseas.

In order to allow more customers to purchase, we have set a certain limit on the number of products purchased, and we may cancel your order.

If we consider the purchase behavior to be unreasonable, such as returning the same product multiple times in the past, we may cancel your order.

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