

Returns, Refunds and Withdrawal Policy

Global policy for consumer cancellations, returns, exchanges, and refunds at www.aurelix.store

Seller	Aurelix s.r.o., Company ID 21616817
Website	www.aurelix.store
Contact	info@aurelix.store +420 728 747 501
Return instructions	Do not ship returns before receiving return instructions from Aurelix customer support.
Effective date	8 April 2026

This Policy explains how consumer cancellations, returns, refunds, exchanges, and defect-related claims are handled for purchases made through www.aurelix.store. It should be read together with the Terms and Conditions, Shipping & Delivery Policy, and any product-specific information shown on the website. Mandatory rights granted by the law applicable to your purchase remain unaffected.

1. Scope of This Policy

- This Policy applies to consumer purchases of physical goods made through the Aurelix online store.
- Business customers, wholesale buyers, or custom arrangements may be subject to separate terms.
- If mandatory law in your country or region gives you stronger rights than this Policy, those mandatory rights prevail.

2. Cancellation Before Dispatch

- If you need to cancel an order before it has entered production or dispatch, contact us as soon as possible at info@aurelix.store.
- Because many Aurelix products are produced on demand shortly after purchase, cancellation may not be possible once production or fulfilment has started.
- If cancellation is accepted before dispatch or production lock-in, any captured payment will be refunded to the original payment method without undue delay.

3. Statutory Right of Withdrawal

- Where mandatory law grants you a right to withdraw from a distance contract, you may exercise that right within the legally applicable withdrawal period. For consumers in the European Union, this period is generally 14 days from the day you or a person designated by you receives the goods, subject to legal exceptions.
- To exercise the withdrawal right, send us a clear statement by email or use the optional Withdrawal Form published on the website. You do not need to use specific legal wording as long as your intention to withdraw is clear.
- The withdrawal period is observed if you send your withdrawal notice before the relevant deadline expires.

4. When the Withdrawal Right May Not Apply

- Certain goods may be excluded from the statutory withdrawal right where the applicable law permits it. This may include goods made to your specific instructions, clearly personalised items, or other categories that are legally exempt in your market.
- The fact that a product is produced on demand does not automatically remove the withdrawal right. Any exclusion applies only where the legal requirements for that exclusion are actually met.
- If a product is sold as non-cancellable or non-returnable under a lawful exception, that information should be stated in the relevant product information or otherwise communicated before the order is placed.

5. How to Request a Return

- Contact us at info@aurelix.store and include your order number, the items concerned, and the reason for the request (for example withdrawal, wrong item, damaged item, defective item, or size issue).
- Where reasonably requested, please provide photos showing the issue or the condition of the goods. This helps us assess the request and coordinate with the fulfilment provider.
- Do not send goods back to the registered office address unless we explicitly instruct you to do so. Return addresses may differ depending on the fulfilment location and the nature of the request.

6. Returning Goods After Withdrawal

- If you validly withdraw from the contract, you must send back the goods or hand them over in accordance with our instructions without undue delay and, where applicable law so provides, no later than 14 days after notifying us of withdrawal.
- Items should be returned in the condition reasonably necessary to establish their nature, characteristics, and functioning. You may be responsible for any diminished value resulting from handling beyond what is necessary for such examination, to the extent permitted by law.
- For hygiene, safety, and processing reasons, please return items clean and appropriately packaged.

7. Refunds After Withdrawal

- If a valid withdrawal right applies, we will reimburse all payments required by applicable law, including the original standard delivery charge where such reimbursement is required by law. If you selected a more expensive delivery method than our standard option, the additional amount may be non-refundable to the extent permitted by law.
- For consumers in the European Union, reimbursement is generally made without undue delay and no later than 14 days after we are informed of the withdrawal, subject to any lawful right to withhold reimbursement until returned goods or proof of return have been received.
- Unless the law requires otherwise, refunds are made to the original payment method used for the purchase.
- For sales contracts, we may withhold reimbursement until we have received the returned goods or you have supplied evidence that you have sent them back, whichever occurs first, where such withholding is permitted by applicable law.

8. Return Shipping Costs

- If you return goods because you are exercising a withdrawal right and the goods are not defective, you are generally responsible for the direct cost of return shipping unless applicable law requires otherwise or we expressly state otherwise.
- If the return is due to our error, a manufacturing defect, shipping damage, or the supply of an incorrect item, we will provide an appropriate remedy and, where applicable, cover or reimburse the reasonable return cost in accordance with the law and the circumstances of the case.

9. Damaged, Defective, or Incorrect Items

- If your order arrives damaged, defective, or materially different from what you ordered, notify us without undue delay after delivery and provide a description together with photos where possible.
- Depending on the circumstances and the law applicable to your purchase, the remedy may include replacement, re-shipment, repair, price reduction, store credit where legally acceptable, or a full or partial refund.
- Nothing in this Policy limits your mandatory legal rights relating to lack of conformity, defective performance, or statutory guarantees.

10. Size Issues and Exchanges

- Please review the size information carefully before ordering. Because apparel sizing can vary by product and measurement tolerance, customers are encouraged to compare measurements before purchase.
- If you wish to request a size exchange, contact us first. We may offer an exchange, replacement, discount, or another practical solution depending on the item, destination, fulfilment constraints, and the circumstances of the request.
- A size exchange offered by Aurelix is a commercial gesture unless mandatory law requires more. Any exchange conditions communicated to you for that case form part of the arrangement.

11. Non-Accepted or Incomplete Returns

- We may refuse or adjust a return-related reimbursement to the extent legally permitted if returned goods are missing, are sent to an incorrect return address despite instructions, or are returned in a condition that materially exceeds handling necessary for inspection.
- We may also deny claims that are unsupported, fraudulent, abusive, or clearly inconsistent with the evidence available, without prejudice to any rights you have under mandatory law.

12. Failed Delivery, Refused Delivery, and Uncollected Parcels

- If a parcel is returned to sender because the delivery address was incorrect, delivery was refused without legal justification, or the parcel was not collected, we may deduct any unrecoverable shipping, return, customs, handling, or restocking costs from the refund where applicable law permits.
- If local import duties, taxes, or customs charges are refused by the customer and the parcel is returned or destroyed as a result, any refund may be reduced by the unrecoverable costs incurred, to the extent permitted by law.

13. Timeframe for Handling Requests

- We aim to acknowledge return and defect-related requests promptly and to resolve them within a reasonable time considering the nature of the issue, shipping times, and any information needed from the customer or fulfilment partners.
- Where mandatory law imposes a specific deadline for handling a complaint, reimbursement, or withdrawal-related refund, that legal deadline applies.

14. Chargebacks and Payment Disputes

- If you believe a charge was made in error, please contact us before opening a payment dispute whenever possible so we can attempt to resolve the issue quickly.
- Nothing in this Policy limits your statutory rights to challenge a transaction through your payment provider or card issuer.

15. Governing Law and Consumer Rights

- This Policy is governed by the laws of the Czech Republic, excluding its conflict-of-laws rules, unless mandatory consumer protection rules of your country of habitual residence provide stronger protection, in which case those mandatory protections remain applicable.
- Nothing in this Policy deprives you of any mandatory right or remedy granted under the law applicable to your purchase.

16. Updates to This Policy

- We may update this Policy from time to time. The version published on the website at the time of your order or request will apply as appropriate unless a change is required by law.

Important: If you are returning a defective, damaged, or incorrect item, contact Aurelix first and wait for instructions. Return handling may depend on the fulfilment centre, shipping route, and the reason for the request.

17. Contact

- For all withdrawal, return, exchange, refund, or defect-related matters, contact info@aurelix.store or +420 728 747 501.

18. Previous Versions

- Previous versions of this Policy may be retained for transparency and internal record-keeping.
- If we make older versions available on the website, they are for reference only and do not apply to orders placed under a newer version unless expressly stated otherwise.