

Complaints / Defects Policy

How Aurelix handles defective, damaged, incorrect, and non-conforming goods

Seller	Aurelix s.r.o., Company ID 21616817
Website	www.aurelix.store
Support contact	info@aurelix.store +420 728 747 501
Policy scope	Complaints concerning defective, damaged, incorrect, or otherwise non-conforming physical goods sold through the website.
Effective date	8 April 2026

This Complaints / Defects Policy explains how Aurelix handles claims relating to goods that are defective, damaged in transit, incorrect, incomplete, or otherwise not in conformity with the sales contract. It should be read together with the Terms and Conditions, the Shipping & Delivery Policy, and the Returns / Refunds / Withdrawal Policy.

1. Scope and General Principle

- Customers may contact Aurelix if the goods delivered are defective, physically damaged, materially different from their description, incomplete, or otherwise not in conformity with the contract.
- Nothing in this Policy limits or excludes any mandatory consumer rights that apply under the law of the customer's country of habitual residence where such rights cannot lawfully be limited by contract.
- This Policy applies to physical goods sold through www.aurelix.store. Separate rules may apply to website use, digital services, or third-party platforms.

2. Types of Issues Covered

- Issues that may fall within this Policy include manufacturing defects, printing defects, damaged goods received on delivery, receipt of the wrong size or wrong item, missing items from an order, and goods that do not materially match the agreed description.
- Minor differences that do not affect conformity or normal use, including reasonable variations in colour display between screens and the physical product, slight positioning tolerances, or minor differences caused by the production process, do not automatically amount to a defect.
- Normal wear and tear, accidental damage, misuse, improper washing or care, unauthorised alterations, and damage caused after delivery are not covered unless mandatory law states otherwise.

3. Legal Guarantee and Consumer Remedies

- Where applicable law provides a legal guarantee or statutory conformity protection, Aurelix will honour those rights. For consumers in the European Union, this generally includes a minimum two-year legal guarantee for non-conforming goods, subject to the detailed rules of the applicable national law implementing EU legislation.
- Where a valid complaint is confirmed, the available remedies may include repair, replacement, re-delivery of a missing item, a proportionate price reduction, or a refund / contract termination where appropriate and legally justified.
- The remedy offered will depend on the nature of the problem, feasibility, proportionality, stock or production availability, fulfilment constraints, and the customer's mandatory legal rights.

4. Time for Reporting a Problem

- Customers should report visible transit damage, wrong-item deliveries, missing goods, or other obvious issues as soon as reasonably possible after receipt so that evidence can still be verified.
- Customers should report latent or later-discovered defects without undue delay after discovering them.
- Delay in reporting does not automatically remove mandatory legal rights, but it may make investigation, carrier claims, or evidence gathering more difficult.

5. How to Submit a Complaint

- To submit a complaint, contact info@aurelix.store and provide, where possible, the order number, a description of the issue, photographs showing the defect or damage, and any other helpful supporting information.
- We may ask for additional evidence, including photos of the packaging, shipping label, product tag, or a short explanation of when the issue was first noticed.
- Submitting a clear and complete complaint helps speed up assessment, but Aurelix will not reject a legitimate complaint solely because the customer did not use a specific form unless the law allows such a requirement.

6. Return or Inspection of the Goods

- In some cases, we may ask the customer to keep the goods available for inspection, destroy them according to documented instructions, or return them to a specific address supplied by Aurelix or the relevant fulfilment partner.
- Goods must not be sent automatically to the company registered office unless we expressly instruct otherwise. Return logistics may vary depending on the customer location, the product, and the fulfilment route.
- Where a return is required for inspection or remedy, Aurelix will inform the customer of the procedure and, where legally required or where the complaint is accepted, bear the reasonable return cost or provide an appropriate solution.

7. Assessment of the Complaint

- Aurelix will assess the complaint in good faith based on the information provided, any available production or fulfilment records, shipping information, photographs, and, where relevant, inspection of the goods.
- We may refuse a complaint if the evidence shows that the item conforms to the contract, the alleged issue is due to normal wear, misuse, improper care, customer-supplied incorrect order information, or another excluded cause.
- Where the facts are unclear, we may request further information before reaching a final decision.

8. Available Remedies

- If the complaint is accepted, Aurelix will choose or agree an appropriate remedy in line with applicable law. This may include repair where practical, shipment of a replacement item, completion of a missing item, a partial refund, or a full refund.
- Where repair or replacement is impossible, disproportionately costly, unavailable within a reasonable period, or would cause significant inconvenience inconsistent with applicable law, a price reduction or refund may be offered instead.
- Refunds, where granted, will ordinarily be made back to the original payment method unless another method is agreed or legally required.

9. Processing Time

- Aurelix aims to review complaints and respond within a reasonable time.
- If Czech consumer law applies, complaints including the remedy will be handled without undue delay and, unless a longer period is agreed with the consumer, no later than 30 days from the date the complaint is made.
- Where another mandatory law imposes a different complaint-handling deadline, that deadline will apply instead.
- The actual resolution time may depend on the complexity of the issue, evidence collection, carrier cooperation, fulfilment partner review, and whether return shipping or physical inspection is required.
- If additional time is needed, we will try to keep the customer reasonably informed.

10. Size Issues and Ordering Errors

- A complaint about a defective or wrongly supplied item is different from a size exchange or a customer ordering the wrong size.
- If the product delivered matches the order and is not defective, size-related goodwill exchanges or returns are handled under the Returns / Refunds / Withdrawal Policy or any separate size-exchange rules published by Aurelix.
- Nothing in this section limits the customer's rights if the wrong size was delivered by Aurelix or the fulfilment partner despite the order details being correct.

11. Rejected, Partial, or Abusive Claims

- If a complaint is rejected, Aurelix will generally explain the reason in a commercially reasonable manner.
- If only part of a complaint is justified, we may offer a partial remedy proportionate to the confirmed issue.
- Aurelix reserves the right to refuse fraudulent, abusive, or bad-faith claims, including manipulated evidence, repeated unjustified claims, or attempts to obtain a refund while intentionally retaining conforming goods, without prejudice to any mandatory consumer rights.

12. Governing Framework and International Consumers

- This Policy is drafted under the laws of the Czech Republic as the seller's home jurisdiction.
- However, if the customer is a consumer and mandatory provisions of the law of the customer's country of habitual residence provide stronger protection, those mandatory provisions remain unaffected to the extent required by law.

13. Contact

- For complaints, defects, wrong-item reports, or damaged-delivery issues, contact info@aurelix.store or +420 728 747 501.

Important: This Policy covers defective, damaged, incorrect, or non-conforming goods. It does not remove any mandatory legal remedies consumers may have under applicable law, including EU legal guarantee rules where those rules apply.

14. 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 provided for reference only and do not apply to orders placed under a newer version unless expressly stated otherwise.