

# Terms and Conditions

Global online sales terms for purchases made through [www.aurelix.store](http://www.aurelix.store)

<b>Seller</b>	Aurelix s.r.o., Company ID 21616817
<b>Registered office</b>	Bělehradská 858/23, Vinohrady, 120 00 Prague 2, Czech Republic
<b>Commercial Register</b>	Municipal Court in Prague, Section C, Insert 403944
<b>Contact</b>	info@aurelix.store   +420 728 747 501   <a href="http://www.aurelix.store">www.aurelix.store</a>
<b>Effective date</b>	8 April 2026

These Terms and Conditions apply to consumer purchases made through the Aurelix online store. They form part of the contract between Aurelix s.r.o. (the "Seller", "we", "us") and the customer (the "Buyer", "you"). Additional documents referenced on the website, including the Privacy Policy, Cookie Policy, Shipping & Delivery Policy, Returns / Refunds / Withdrawal Policy, Complaints / Defects Policy, and Seller Information & Contact page, apply where relevant.

## 1. Scope and Acceptance

- By placing an order through [www.aurelix.store](http://www.aurelix.store), you confirm that you have read these Terms and Conditions and agree to be bound by them.
- These Terms and Conditions apply to business-to-consumer sales unless expressly stated otherwise for a particular product, promotion, or market.
- Any mandatory consumer rights granted to you under the laws of your country of habitual residence remain unaffected.

## 2. Products and Product Information

- Aurelix sells printed apparel and related goods, typically produced on demand through fulfilment partners such as Printful.
- We make reasonable efforts to ensure that product descriptions, images, size information, colours, availability, and other content are accurate. Minor differences in colour, print placement, texture, or scale may occur because of screen settings, lighting, manufacturing tolerances, or production methods.
- Product listings, promotional content, and website visuals are invitations to purchase and do not by themselves constitute a binding offer by the Seller.

## 3. Orders and Contract Formation

- An order is placed when you complete the checkout process and submit payment information through the website.
- Your order constitutes an offer to purchase the selected goods. The contract is concluded only when we accept the order, typically by sending an order confirmation or otherwise confirming that the order has entered processing.
- We reserve the right to refuse or cancel an order before dispatch if there is an obvious pricing or technical error, suspected fraud, non-payment, stock or production unavailability, or a legal or compliance reason preventing fulfilment. If payment has already been captured, the affected amount will be refunded without undue delay.

#### **4. Prices, Taxes, and Payment**

- Product prices shown on the website are displayed in the currency offered at checkout. The final amount payable is the amount shown to you before you place the order.
- Shipping charges, and where applicable taxes, duties, or similar charges, are presented at checkout or otherwise indicated before the order is completed. Import duties, customs charges, local taxes, or handling fees imposed in the destination country may remain your responsibility unless expressly stated otherwise on the website.
- Payments are processed through third-party payment providers such as Stripe, PayPal, and any other payment methods shown at checkout. We do not store full card details.

#### **5. Production, Delivery, and Risk**

- Most products are made after the order is placed. Estimated processing and delivery times are stated on the website or in the Shipping & Delivery Policy and are estimates only unless a fixed deadline is expressly agreed.
- Delivery is completed when the goods are delivered to the address you provided or otherwise made available in accordance with the selected delivery method.
- You are responsible for providing complete and accurate delivery details. Additional costs resulting from incorrect address details, refusal of delivery, or failure to collect the shipment may be charged to you to the extent permitted by applicable law.
- Risk of loss or damage passes to you when you, or a person designated by you, physically receive the goods, unless mandatory law provides otherwise.

#### **6. Right of Withdrawal and Returns**

- If you are a consumer and mandatory law grants you a withdrawal right, you may exercise that right under the conditions described in our Returns / Refunds / Withdrawal Policy.
- Where applicable law allows certain products to be excluded from the right of withdrawal, including clearly personalised or custom-made goods, those exclusions apply only to the extent legally permitted and as explained in the relevant product information or Returns / Refunds / Withdrawal Policy.
- Nothing in these Terms and Conditions limits any non-excludable statutory cancellation, return, refund, or withdrawal rights.

#### **7. Defective, Damaged, or Incorrect Goods**

- If you receive goods that are defective, damaged in transit, or materially different from what you ordered, please contact us without undue delay using the contact details on the website and provide a description and, where possible, photos of the issue.
- Your statutory rights in relation to defective performance, conformity, repair, replacement, price reduction, refund, or other remedies remain governed by the mandatory law that applies to your purchase.
- Additional practical steps, claim procedures, and response timelines may be described in our Complaints / Defects Policy, but those practical rules do not limit your mandatory legal rights.

## **8. Promotions, Discount Codes, and Gifts**

- Promotions, discount codes, bundles, and free gifts are subject to the specific conditions stated with the offer. Unless expressly stated otherwise, promotions cannot be combined and have no cash value.
- If a refund or return causes the original eligibility conditions of a promotion or free gift to no longer be met, we may adjust the refund accordingly to the extent permitted by applicable law.

## **9. Intellectual Property**

- All website content, including product designs, texts, graphics, logos, images, and branding elements, is owned by Aurelix s.r.o. or used under licence and is protected by applicable intellectual property laws.
- You may not reproduce, distribute, exploit, or create derivative works from our content for commercial purposes without our prior written consent, except where applicable law expressly allows otherwise.

## **10. Privacy and Data Protection**

- We process personal data in accordance with our Privacy Policy. By placing an order, you acknowledge that certain data must be processed to handle payment, production, fulfilment, delivery, customer support, legal compliance, and fraud prevention.
- Where analytics, cookies, or marketing tools are used, they are governed by the Privacy Policy and Cookie Policy, including any consent choices you make where required by law.

## **11. Limitation of Liability**

- Nothing in these Terms and Conditions excludes or limits liability that cannot be excluded or limited under applicable law, including liability for fraud, wilful misconduct, death or personal injury caused by negligence where such limitation is prohibited, or mandatory consumer remedies.
- Subject to the previous paragraph, we are not liable for indirect or consequential losses, or for delays or failures caused by events beyond our reasonable control, such as carrier disruption, customs delays, natural disasters, cyber incidents, labour disputes, or governmental measures.

## 12. Governing Law, ADR, and Consumer Protection

- These Terms and Conditions are 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.
- If a dispute cannot be resolved amicably, it may be submitted to the courts otherwise having jurisdiction under applicable law. Nothing in these Terms and Conditions deprives you of any right to bring a claim before a court or authority that is competent under mandatory consumer law.
- If you are a consumer and a dispute is not resolved directly with us, you may also have the right to use an out-of-court or alternative dispute resolution body where this is provided by applicable law.
- For consumer disputes for which Czech out-of-court dispute resolution is applicable, the competent ADR body is the Czech Trade Inspection Authority (Česká obchodní inspekce), Central Inspectorate - ADR Department, Gorazdova 1969/24, 120 00 Prague 2, Czech Republic, email: adr@coi.gov.cz.
- The former EU Online Dispute Resolution (ODR) platform was discontinued on 20 July 2025 and is no longer available.

## 13. Changes to These Terms

- We may update these Terms and Conditions from time to time. The version published on the website at the time of your order applies to that order, unless a change is required by law or expressly accepted by you.

## 14. Severability and Contact

- If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions remain in effect to the fullest extent permitted by law.
- For questions regarding these Terms and Conditions or your order, contact us at info@aurelix.store or +420 728 747 501.

**Important: These Terms and Conditions are designed for a global English-language online store. They preserve mandatory consumer rights and should be published together with a matching Privacy Policy, Cookie Policy, Shipping & Delivery Policy, Returns / Refunds / Withdrawal Policy, Complaints / Defects Policy, Seller Information & Contact page, and ADR notice.**

## 15. Previous Versions

- Previous versions of these Terms and Conditions 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.