

Aurelix s.r.o.

Seller Information & Contact

Key business, registry, contact, and consumer dispute-resolution details for Aurelix customers and website visitors

Legal business name	Aurelix s.r.o.
Registered office	Bělehradská 858/23, Vinohrady, 120 00 Prague 2, Czech Republic
Company ID	21616817
Legal form	Limited liability company (společnost s ručením omezeným)
Commercial Register	Registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, Insert 403944
Date of incorporation	16 May 2024
Website	www.aurelix.store
Customer contact email	info@aurelix.store
Customer contact phone	+420 728 747 501
Primary business activity	Online retail sale of apparel and related goods through www.aurelix.store
Effective date	8 April 2026

This page is provided to help customers, authorities, and website visitors quickly identify the seller operating the Aurelix online store and to locate the correct contact details for support, legal notices, privacy matters, and customer service matters.

Customer Service

- For order-related questions, withdrawal requests, complaints about defects, delivery issues, or other customer support matters, please contact us at info@aurelix.store or by phone at +420 728 747 501.
- To help us resolve your request faster, include your order number, the email address used for the order, and a short description of the issue.

Legal and Privacy Contact

- Requests relating to personal data, privacy rights, legal notices, or formal business communications may be sent to info@aurelix.store.
- Where a request concerns a statutory right, please provide enough information for us to identify your order or account and verify the request where appropriate.

Consumer Dispute Resolution

- If a consumer dispute between Aurelix and a customer is not resolved directly, the consumer may 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, web: https://coi.gov.cz/informace-o-adr/.

- The former EU Online Dispute Resolution (ODR) platform was discontinued on 20 July 2025 and is no longer available.

Availability of Policies

- Additional information about purchases, shipping, returns, complaints, privacy, cookies, website use, intellectual property, and consumer dispute resolution is available in the legal documents published on www.aurelix.store.