

# Aurelix s.r.o.

## Consumer Dispute Resolution (ADR)

Information about out-of-court / alternative dispute resolution for consumer disputes involving Aurelix

<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>Website</b>	www.aurelix.store
<b>Contact</b>	info@aurelix.store   +420 728 747 501
<b>Effective date</b>	8 April 2026

This page explains how consumer disputes may be handled if a complaint or customer-service issue is not resolved directly with Aurelix.

### 1. First Contact Us Directly

- Before using any out-of-court dispute resolution process, please contact Aurelix directly at info@aurelix.store or +420 728 747 501 so that we have a fair opportunity to review and resolve the issue.
- To help us resolve the matter quickly, please include your order number, the email address used for the order, a short description of the problem, and any relevant evidence such as photos or correspondence.

### 2. Out-of-Court / Alternative Dispute Resolution

- If you are a consumer and a dispute with Aurelix is not resolved directly, you may have the right to use an out-of-court or alternative dispute resolution body where this is provided by applicable law.
- The availability, conditions, deadlines, language, and scope of ADR may depend on the law that applies to your purchase and on the country or body involved.

### 3. ADR Body for Disputes for Which Czech ADR Is Applicable

- 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.
- Postal address: Gorazdova 1969/24, 120 00 Prague 2, Czech Republic
- Email: adr@coi.gov.cz
- Web: <https://coi.gov.cz/informace-o-adr/>
- Further information and the current ADR procedure are available from the Czech Trade Inspection Authority at <https://coi.gov.cz/informace-o-adr/>.

### 4. Time Limit

- Where Czech ADR is used, the consumer generally must submit the ADR proposal within 1 year from the date on which the consumer first asserted the claim with Aurelix.

### 5. EU ODR Platform

- The former European Union Online Dispute Resolution (ODR) platform was discontinued on 20 July 2025 and is no longer available for filing or handling consumer disputes.

### 6. Court Rights and Mandatory Consumer Rights

- Nothing on this page limits your right to bring a claim before a court, authority, or other body that is competent under applicable law.
- Nothing on this page limits any mandatory consumer rights that apply under the law governing your purchase.

## **7. Updates**

- We may update this page from time to time. The version published on the website at the relevant time will generally apply to current disputes unless a different rule is required by law.