

AURELIX

Complaint Form

For defective, damaged, incorrect, or missing items

Contact	info@aurelix.store +420 728 747 501
Registered office	Bělehradská 858/23, Vinohrady, 120 00 Prague 2, Czech Republic
Effective date	8 April 2026

Please complete this form and send it, together with any relevant photos or supporting documents, to info@aurelix.store. Use this form for complaints about defective, damaged, incorrect, or missing items. Do not use it for a change-of-mind return within the withdrawal period.

1. Customer Details

Full name

Email address

**Phone number
(optional)**

Delivery address

2. Order Details

Order number

**Date order
was placed**

**Date the
order was
received**

Product(s) concerned

Size

Color

Quantity

3. Type of Issue

**Defective
item**

**Damaged
on arrival**

**Incorrect
item
received**

**Missing
item or
missing part**

**Print /
quality issue**

Other: _____

4. Description of the Issue

Please describe the issue clearly, including when it was first noticed.

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5. Supporting Evidence

<input type="checkbox"/> Photos attached	_____	<input type="checkbox"/> Video attached	_____
<input type="checkbox"/> Packaging photos attached	_____	<input type="checkbox"/> Other evidence attached	_____

6. Preferred Resolution

<input type="checkbox"/> Replacement	_____	<input type="checkbox"/> Refund	_____
<input type="checkbox"/> Repair (if applicable)	_____	<input type="checkbox"/> Other: _____	_____

7. Customer Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge. I understand that Aurelix may request additional information, photos, or cooperation in order to assess the complaint.

Name / Signature	_____	Date	_____
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For Seller Use Only

Complaint ID	_____
Date received	_____
Assigned handler	_____
Outcome	_____