

Aurelix s.r.o.

Shipping & Delivery Policy

Global shipping terms for orders placed through www.aurelix.store

Seller	Aurelix s.r.o., Company ID 21616817
Registered office	Bělehradská 858/23, Vinohrady, 120 00 Prague 2, Czech Republic
Website	www.aurelix.store
Fulfilment model	Products are generally produced on demand through fulfilment partners, including Printful.
Contact	info@aurelix.store +420 728 747 501
Effective date	8 April 2026

This Shipping & Delivery Policy explains how Aurelix handles order processing, delivery estimates, shipping charges, customs-related matters, and common delivery issues for orders placed through www.aurelix.store. It should be read together with the Terms and Conditions and the Returns / Refunds / Withdrawal Policy.

1. Shipping Coverage

- Aurelix offers delivery to many countries worldwide. However, product availability, fulfilment routes, delivery options, and destination coverage may vary depending on the product, the shipping address, carrier restrictions, sanctions rules, local law, or operational limitations.
- We reserve the right not to accept or fulfil orders to countries, regions, or addresses where shipping is unavailable, excessively risky, legally restricted, or commercially impracticable.

2. Order Processing and Production

- Most Aurelix products are produced after an order is placed. Processing times therefore include order review, payment verification, production, packing, and handover to the carrier.
- Estimated processing times displayed on the website, at checkout, or in order communications are indicative only unless a fixed delivery commitment is expressly agreed in writing.
- During periods of high demand, holidays, adverse weather, supply interruptions, customs congestion, or carrier disruption, processing and transit times may be longer than usual.

3. Delivery Estimates

- Delivery estimates shown on the website or at checkout are non-binding estimates and not guaranteed delivery deadlines unless mandatory law requires otherwise.
- Actual delivery times may vary based on destination country, customs procedures, local carrier performance, the selected shipping method, address quality, and production location.
- Delays caused by carriers, customs authorities, force majeure events, security checks, or other circumstances outside our reasonable control do not by themselves entitle the customer to compensation, except where mandatory law provides otherwise.

4. Shipping Charges

- Shipping fees are shown during checkout before the order is completed. The amount charged depends on the destination, the products ordered, parcel size or weight, the selected shipping

option, and any current promotional settings.

- Unless expressly stated otherwise on the website, shipping fees are non-refundable once the order has been dispatched, except where a refund is required by law or where we are responsible for a delivery failure.

5. Customs Duties, Import Taxes, and Local Charges

- For international orders, local customs duties, import VAT, sales tax, brokerage fees, handling charges, or similar government-imposed or carrier-imposed amounts may apply depending on the destination country and the fulfilment route.
- Unless the website or checkout clearly states that such charges are included or prepaid, these amounts remain the customer's responsibility. Local authorities or carriers may require payment before delivery can be completed.
- The customer is responsible for checking local import rules, prohibited goods, address requirements, and any destination-specific taxes or charges that may apply to the order.

6. Delivery Address and Customer Responsibilities

- The customer must provide a complete, accurate, and deliverable shipping address and ensure that the recipient can accept delivery where required.
- If an order cannot be delivered because of an incorrect address, missing information, repeated failed delivery attempts, refusal to pay applicable local charges, or failure to collect the parcel, we may treat the shipment as undeliverable or refused.
- In such cases, additional re-shipping, return, storage, or disposal costs may be charged to the customer to the extent permitted by applicable law.

7. Lost, Stolen, or Delayed Shipments

- If your shipment appears to be unusually delayed, please contact us and we will make reasonable efforts to assist with a carrier inquiry or claim process where appropriate.
- A shipment may be considered lost only after a reasonable investigation period based on the carrier's procedures and the destination country. Before that point, the parcel may still be in transit or awaiting a local delivery event.
- We are not responsible for packages that tracking records as delivered to the address provided unless mandatory law states otherwise, but we will still try to assist you in communicating with the carrier.

8. Damaged Parcels and Incorrect Items

- If the outer packaging is visibly damaged at delivery, we recommend documenting the condition immediately and, where possible, reporting it to the carrier at the time of receipt.
- If you receive the wrong item, a damaged item, or an item with a production defect, contact us without undue delay and include a description and clear photographs where possible.
- Issues of this kind are handled under the applicable Returns / Refunds / Withdrawal Policy, Complaints / Defects Policy, and any mandatory consumer protection rules that apply to your purchase.

9. Refused, Unclaimed, and Returned Parcels

- If a parcel is refused by the customer, left unclaimed, or returned to sender because delivery could not be completed, we may deduct the original shipping cost, return charges, customs handling, disposal fees, or similar direct costs from any refund to the extent permitted by law.
- Some returned parcels may not be physically returned to us or our fulfilment partner due to local carrier practices or destination-specific disposal procedures. In such cases, a refund may be

reduced or unavailable where legally justified and clearly documented.

10. Transfer of Risk

- Risk of loss of or damage to the goods passes to the customer when the goods are physically received by the customer or by a third party designated by the customer, unless mandatory law provides for a different rule.
- Nothing in this section limits any non-excludable rights that consumers may have under applicable law in relation to non-delivery, loss, or damage.

11. Sanctions, Compliance, and Shipping Restrictions

- We may decline, suspend, or cancel an order before dispatch if fulfilment would violate sanctions, export controls, carrier restrictions, anti-fraud requirements, payment compliance rules, or any legal or operational restriction affecting shipment.
- If payment has already been collected for an order that cannot be lawfully or reasonably fulfilled, the affected amount will be refunded without undue delay.

12. Contact and Delivery Support

- For delivery-related questions, missing parcel reports, or shipping support, contact info@aurelix.store and include your order details so we can assist as efficiently as possible.

Important: Delivery estimates are best-effort estimates, not guarantees. International orders may also be subject to destination-country taxes, duties, or carrier handling charges unless the website explicitly says those charges are included.

13. Previous Versions

Previous versions of this policy may be retained for transparency and internal record-keeping. Where older versions are published on the website, they are provided for reference only and do not apply to orders placed under a newer version unless expressly stated otherwise.