

General Terms and Conditions

Terms of Payment

Net 30 days. Interest for overdue payments will be charged after the due date. The interest rate corresponds to the reference rate plus 8%.

Terms of Delivery

Deliveries are made free of charge regarding freight- and packaging costs in accordance with ALEM09 for orders with a net invoice value exceeding **300 EUR**. Delivery conditions are EXW if nothing else agreed. If other payment terms are agreed, all orders below 300 Euro will be charged an administrative cost of 150 Euro. Liquidated damages for delay may only apply if expressly agreed in advance between Aura Light AB and the buyer of the specific order.

Cancellation of Customer Orders

Stock Items

Cancellation of confirmed but not yet delivered customer order may be made subject to a charge covering Aura Light AB's incurred costs. The charge shall not exceed 20% of the total order value. The right to cancellation applies only to stock items (also referred to as A-products).

Non-Stock Items

Cancellation of confirmed but not yet delivered customer orders for products manufactured to specific customer order (also referred to as B- and C-products) is generally not accepted. Exceptions to this rule are decided solely by Aura Light AB. In such cases, cost charges may apply without a predefined upper limit.

Claims

Claims regarding defects must be submitted in writing by the buyer using Aura Light's claim form. The [completed form](#) shall be sent to: claims@auralight.com.

Returns

Return and refund of any purchased products are accepted free of charge only if due to defects or other causes attributable to Aura Light AB. For returns not covered by the above, the buyer will be credited the net invoice value minus a deduction of at least 20% for standard stock items (also called A-products). For outdoor products, a deduction of 30% applies for standard stock items. Returns of non-stock items (also called B- and C-products) are normally not accepted. Any exceptions are decided solely by Aura Light AB, who also reserves the right to determine the appropriate deduction percentage for any credit issued.

To be accepted, the returned goods must be in a state of mint condition, unused and in a non-damaged and clean original packaging with all parts included. Returns must reach Aura Light AB within three (3) months from the date of delivery. Products not received within this period will not be accepted for return and will not be credited.

For returns as described above, the buyer must indicate the number and date of the seller's invoice and/or delivery note for the relevant goods. The request for returning products shall be sent to order@auralight.se for authorization and registration of a return-ID (RMA number). The buyer is responsible for shipping the products back to Aura Light AB and does so at its own risk. Products that have been damaged during return-transport to Aura Light AB may not be subject for credit.



Liability Period

Aura Light AB's liability for delivered goods is governed by ALEM09, subject to the limitation that the liability period may be shorter in accordance with the lifespan of the electronic components as specified by the manufacturer. Aura Light AB's liability is conditional upon full compliance with Aura Light's installation manuals and assembly instructions. These are provided with the goods or available at www.auralight.com and must be followed during installation and use of the product.

Other Terms

Other terms beyond those stated above are governed by the agreement concluded between the parties and the terms included therein, as well as ALEM09. In case of conflicting information in the parties' agreement, the above terms, and ALEM09, the terms in the agreement shall take precedence over the stated terms and ALEM09. In case of conflicting information between the stated terms and ALEM09, the stated terms shall take precedence over ALEM09.

[ALEM 09 PDF](#)