

Aucora Returns Policy

What is the Aucora 'shop with confidence' guarantee?

Aucora offers a 100% thirty-day money back guarantee for all Customers, so that you can shop with confidence. If you purchase an Aucora product and you are not 100% satisfied, you may request a replacement or a full refund. You simply need to return the product safely within 30 days of receipt. Aucora will send a full refund using the payment method used at purchase.

The Aucora 'shop with confidence' guarantee is in addition to your statutory rights (see below). For a full refund on products with a free gift, please return both or your refund will not be processed. Product(s) must be returned unopened and in a resalable condition unless faulty. Aucora Products are considered to be in "resalable condition" only if they are unopened, unused and the packaging/labelling have not been altered or damaged. In addition to the rights granted by Aucora above, you have a statutory right to cancel your order at any stage after acceptance of your order, and up to 14 days after receipt. Please note, this right to cancel does not apply to items which are unsuitable for return due to health protection or hygiene reasons and if they become unsealed after delivery (unless they are faulty).

How do I return or replace a product?

1. Contact Customer Service at hello@aucora.com and obtain a Return Merchandise Authorisation ("RMA") from Aucora
2. Ship the item(s) to the address provided by us when we give you your RMA.
3. Provide a copy of the invoice with the returned product(s). Reference the RMA and include the reason for the return.
4. All returns must be shipped to Aucora pre-paid, as the Company does not accept shipping collect packages. Aucora recommends shipping returned product with tracking and insurance as risk of loss or damage in shipping of the returned product shall be borne solely by the Customer. If returned product(s) are not received at the Company Distribution Centre, it is the responsibility of the Customer to trace the shipment and no credit will be applied.

How long will my refund take?

We aim to refund you within 14 days of receiving the returned item(s).

What if I haven't got my refund?

If you returned your order more than 14 days ago and you haven't received a refund, please contact us, and let us know. Please make sure you include your order number and the names of the items you've returned.