

AURORA ORIGIN STUDIO

ReLoved. HandMade. Thoughtfully Chosen.

Terms & Conditions

Last updated: 12 September 2026

Welcome to Aurora Origin Studio. These Terms & Conditions apply when you purchase products from the Aurora Origin Studio website. Please read them before placing an order. By placing an order with us, you agree to these Terms & Conditions.

1. About Us

Aurora Origin Studio (“AOS”, “we”, “us” or “our”) is an independent online boutique operated by Aurora H. Köllner, sole trader, trading as Aurora Origin Studio in the United Kingdom.

Trading name: Aurora Origin Studio

Proprietor: Aurora H. Köllner

Email: info@auroraoriginstudio.com

Telephone: +44 7842 847242

Aurora Origin Studio is not a limited company.

2. Our Products

Aurora Origin Studio offers a combination of carefully selected ReLoved items and thoughtfully chosen HandMade products. We make every reasonable effort to ensure that product descriptions, photographs, measurements and other information shown on our website are accurate. Colours may appear slightly different depending on lighting, photography and the screen or device being used.

3. ReLoved Products

Our ReLoved products are pre-owned and are therefore not expected to be in factory-new condition unless specifically stated otherwise. Signs of previous ownership, age, use or wear may be present. We carefully inspect our ReLoved products and aim to identify and disclose significant marks, wear, damage or imperfections in the individual product description and/or photographs.

The age, price, description, disclosed condition and other relevant circumstances of a ReLoved item may affect what can reasonably be expected of it. Please review the complete product description and photographs before ordering.

Nothing in these Terms limits your statutory rights concerning goods that are faulty, unsafe, not as described or otherwise fail to meet applicable legal requirements.

4. Prices

All prices are shown in pounds sterling (£). The total amount payable, including applicable delivery charges, will be displayed before you place your order. If AOS becomes VAT registered, applicable VAT information will be provided as required by law.

5. Placing an Order

When you place an order, you are making an offer to purchase the selected products. We will provide confirmation of your order electronically. A contract between you and AOS is formed when we accept your order.

We reserve the right not to accept an order, including where a product is unavailable, an obvious pricing or description error has occurred, or we are unable to complete the transaction. If payment has already been taken for an order we cannot fulfil, the appropriate amount will be refunded.

6. Payment

Available payment methods are displayed during checkout. By completing checkout, you acknowledge that your order involves an obligation to pay. We do not charge customers for optional extras unless they have expressly selected or agreed to them.

7. Delivery

Delivery options, charges and estimated delivery times are displayed on the website or during checkout. Unless a different delivery period has been agreed with you, goods will be delivered within 30 days of the contract being made.

We are not responsible for delays caused by circumstances outside our reasonable control, but we will take reasonable steps to keep you informed and fulfil our legal obligations.

8. Cancellation and Returns

For most goods purchased online, consumers have a statutory right to cancel without giving a reason. Please see our Delivery & Returns Policy for full information about cancellations, returns, refunds and exceptions. Nothing in our returns policy affects your statutory rights.

9. Faulty or Misdescribed Products

Products sold by AOS must comply with your statutory rights. If you believe a product is faulty, unsafe, damaged beyond anything disclosed before purchase, or materially different from its description, please contact us at info@auroraoriginstudio.com or +44 7842 847242. We will provide the remedy to which you are entitled under applicable consumer law.

10. Liability

Nothing in these Terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory consumer rights.

11. Personal Information

We process personal information in accordance with our Privacy Policy.

12. Changes to These Terms

We may update these Terms & Conditions when necessary. The Terms applicable to your purchase will normally be those in force when your order was placed.

13. Governing Law

These Terms are governed by the applicable laws of the United Kingdom. Nothing in these Terms deprives you of any mandatory consumer protection provided by the law applicable to you.