

AURORA ORIGIN STUDIO

ReLoved. HandMade. Thoughtfully Chosen.

Delivery & Returns Policy

Last updated: 12 September 2026

We want you to shop with confidence at Aurora Origin Studio. Whether you have chosen a unique ReLoved piece or one of our HandMade products, we want you to know exactly what to expect.

Delivery

Available delivery options and their costs will be shown before you complete your purchase. We aim to prepare and dispatch orders promptly. Estimated delivery times are estimates rather than guaranteed delivery dates unless we specifically agree otherwise.

Unless another delivery period has been agreed, we will deliver your goods within 30 days of the contract being made.

Your Right to Change Your Mind

For most products purchased online, you have the right to cancel your purchase without giving us a reason. You have 14 days from the day you receive your goods to tell us that you wish to cancel. After notifying us, you then have 14 days to return the goods.

To cancel, email info@auroraoriginstudio.com or telephone +44 7842 847242. Please provide your name, order number and details of the product you wish to return. You may also use the AOS Cancellation Form available on our website, although using the form is not compulsory.

Returning Your Purchase

Please take reasonable care of products while they are in your possession. You may handle and inspect an item in the same way you reasonably would in a physical shop.

If handling goes beyond what is reasonably necessary to establish the nature, characteristics and functioning of the goods and causes a reduction in their value, we may be entitled to make an appropriate deduction from the refund.

Unless we have agreed otherwise, you are responsible for the direct cost of returning an unwanted item following a change-of-mind cancellation. We recommend obtaining proof of postage.

Refunds

Where you exercise your statutory right to cancel, we will refund the price paid for the returned goods. We will also refund the cost of our standard delivery option where required by law. If you selected a more expensive delivery method, we are not required to refund the additional amount above our standard delivery cost.

Refunds will normally be made using the same payment method used for the original transaction. Where goods are being returned following cancellation, we will make the refund within the applicable statutory period, normally within 14 days after receiving the goods back, subject to the applicable rules concerning evidence that the goods have been returned.

Exceptions to Change-of-Mind Returns

The statutory cancellation right does not apply in certain circumstances. These can include:

- goods made to your specifications or clearly personalised;
- goods liable to deteriorate or expire rapidly; and
- sealed goods that are not suitable for return for health-protection or hygiene reasons where the seal has been broken after delivery.

These exceptions do not remove your rights where a product is faulty or otherwise fails to comply with your statutory rights.

ReLoved Items

Being ReLoved does not remove your statutory consumer rights. ReLoved items have had a previous life and may naturally show signs of previous use, wear or age. We therefore photograph and describe our ReLoved pieces individually and disclose significant imperfections we identify before sale.

An imperfection that was clearly disclosed before purchase forms part of the condition in which the item was offered for sale.

Faulty, Damaged or Misdescribed Items

If your item is faulty, materially different from its description or damaged beyond anything disclosed before purchase, please contact us at info@auroraoriginstudio.com or +44 7842 847242. Please include your order number and, where useful, photographs showing the issue.

We will deal with the matter in accordance with your statutory consumer rights. Your rights concerning faulty or misdescribed goods are separate from the 14-day change-of-mind cancellation right.