

Refund Policy

We have a thirty (30) day return policy, which means you have thirty (30) days after receiving your unit and/or item to request a return.

Eligibility for Return:

To be eligible for a return, your unit and /or item must be unused, with tags, and in the same condition and original packaging in which you received it. A receipt or proof of purchase is also required.

Starting a Return:

To initiate a return, contact us at Support@auqvian.se.

If your return is accepted, we will send you a return shipping label, along with instructions on how and where to send your package. Items returned to us without a prior return request will not be accepted.

For any return-related queries, you can always reach out to us at Support@auqvian.se.

Damages and Issues:

Please inspect your unit and/or item upon receipt. If the unit and/or item is defective, damaged, or incorrect, contact us immediately so we can evaluate the issue and amend it.

European Union 14-day Cooling-Off Period:

For orders shipped within the European Union, aside from our standard return policy, you have the right to cancel your purchase within 14 days for any reason and without justification, provided the item is unused, with tags, and returned in its original packaging. A receipt or proof of purchase is required.

Refunds:

Upon receiving and inspecting your returned unit and/or item, we will notify you of whether your refund has been approved. If approved, you will be automatically refunded through your original payment method within 5 business days. Please note that it may take some time for your bank or credit card company to process and post the refund.