

AURA

SILENT DISCO · WIRELESS HEADSET EXPERIENCES

AURA Headset Warranty

For business customers (venues, agencies, corporate, and trade buyers)

Aura Silent Disco S.L. | CIF B10724623

Via Laietana 48a, 1.3, 08003 Barcelona, España

info@aura-events.co

Thank you for choosing AURA. This document sets out the warranty terms for headsets purchased by a business or for professional use.

Warranty period

AURA headsets sold to business customers are covered by a **12-month limited warranty** against manufacturing defects, from the date of delivery.

If a unit fails due to a manufacturing defect within this period, AURA will repair or replace it, at AURA's choice, at no cost to you.

What is covered

The warranty covers faults arising from a manufacturing defect, including:

- A unit that does not power on or does not charge
- Audio or radio reception failure under normal use
- Buttons, switches, or the charging port failing without physical damage
- Units dead on arrival (report within 7 days of delivery)

What is not covered

The warranty does not cover:

- Accidental damage: drops, crushing, water, or liquid exposure
- Normal battery capacity loss over time (batteries are consumable)
- Wear of ear pads, headband padding, or cables
- Damage from misuse, unauthorised opening, or unauthorised repair
- Cosmetic wear that does not affect function
- Loss or theft

Dead on arrival (DOA)

Please inspect and test your units on receipt. Any unit that is dead on arrival should be reported within **7 days of delivery** for a free replacement. Reporting DOA units together, rather than one by one, helps us process replacements faster.

How to make a claim

1. Email [**info@aura-events.co**](mailto:info@aura-events.co) with your company name, order reference, delivery date, and the serial numbers of the affected units.
2. Include a short description of the fault and a photo or video where possible.
3. We will confirm the next steps within 2 business days.

For customers who hold a stock of AURA units, we can arrange batch replacement to keep your fleet operational.

Serial tracking

Each AURA headset carries a unique serial number. Please quote the serial number of any affected unit when making a claim so we can verify the unit and its warranty status.

Contact

Aura Silent Disco S.L.

[**info@aura-events.co**](mailto:info@aura-events.co)

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This warranty applies to business-to-business sales. It sets out the full extent of AURA's warranty obligations for professional and commercial use.