

AURA Headset Warranty

For individual customers (consumer purchases)

Aura Silent Disco S.L. | CIF B10724623

Via Laietana 48a, 1.3, 08003 Barcelona, España

info@aura-events.co

Thank you for choosing AURA. Every headset we sell is built for real use and backed by a clear guarantee. This document explains exactly what is covered, for how long, and what to do if something goes wrong.

Your guarantee

Every AURA headset purchased by a consumer is covered by the **statutory 3-year legal guarantee** under Spanish consumer law (Real Decreto Legislativo 1/2007), which protects you against manufacturing defects and lack of conformity.

In plain terms: if your headset develops a fault that was present at the time of purchase, we will repair it or replace it at no cost to you. You choose whether you prefer a repair or a replacement.

What is covered

The guarantee covers faults that come from a manufacturing or conformity 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
- Any defect present at the time of delivery

What is not covered

The guarantee does not cover damage caused after purchase or by normal use over time, including:

- 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
- Loss or theft

How the 3-year period works

- **First 2 years:** any fault is assumed to have existed at the time of purchase, unless the fault is clearly caused by accidental damage, misuse, or normal wear. If your unit fails in this period, we repair or replace it.
- **Year 3:** the guarantee still applies to genuine manufacturing defects. In this period we may ask you to show that the fault is a defect and not the result of accidental damage or normal wear.

The 3 years count from the delivery date on your invoice or delivery note. Any time your headset spends with us for repair does not count towards the 3 years.

What we do and what we pay for

- **You choose** between a repair and a replacement. We can only offer the other option if your choice is impossible or would cost far more than the alternative.
- **Everything is free for you:** shipping in both directions, labour, and parts.
- **If we cannot repair or replace it,** or the fault comes back after a repair, you can ask for a partial refund or a full refund.
- **Repaired units stay covered:** if the same fault appears again within 12 months of receiving your repaired headset, we fix it again at no cost.

How to make a claim

1. Email info@aura-events.co with your name, the approximate purchase date, and a short description of the fault.
2. Include a photo or short video of the issue if possible, and your proof of purchase.
3. We will confirm the next steps within 2 business days. In most cases we will arrange a repair or a replacement unit quickly.

Please keep your proof of purchase. Each AURA headset carries a unique serial number that lets us verify the unit and its purchase date.

Contact

Aura Silent Disco S.L.

info@aura-events.co

Via Laietana 48a, 1.3, 08003 Barcelona, España

This guarantee is provided in addition to, and does not limit, your rights under Spanish and EU consumer law.