

Aurora Product Warranty

Thank you for purchasing an Aurora product. All new Aurora products come with a limited warranty against defects in materials and workmanship.

1. Limited Warranty Conditions

The limited warranty is provided to the original owner only and is not transferable. Proof of purchase will be required for any limited warranty on Aurora products. Aurora's warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any product: (i) which has been repaired or altered, (ii) which has not been maintained in accordance with any operating or handling instructions provided by Aurora, (iii) which has been altered or damaged by accident, (iv) which has been subjected to unusual physical or electrical stress, misuse, abuse, power shortage, or negligence, (v) which has been used other than in accordance with the product operating and handling instructions, or (vi) which has problems not arising from defects in original material or workmanship. Warranty is void if factory seal is broken or removed from the product. This warranty does not include adjustments, parts or repairs required by circumstances beyond the control of Aurora.

IMPORTANT: Always keep your sales receipt for warranty purposes

If a product proves to be defective in material or workmanship during the warranty period, Aurora will, at its sole option, provide replacement parts or replace the product with the same or similar product free of charge.



DO NOT ATTEMPT TO OPEN OR REPAIR. You will void the warranty.
Please call our customer service at **1-800-327-8508** if you are experiencing any problems.

2. Limited Warranty Coverage

Within a period of time identified below from the date of purchase, if Aurora receives notice of defect in any product which is covered by Aurora's warranty, Aurora shall either send replacement parts or replace with a new unit, at Aurora's option.

Aurora shall have no obligation to replace until the customer returns the defective product to Aurora according to the Warranty Procedure. Aurora does not warrant that the operation of any product will be interrupted or error free.

Shredders (Limited Warranty):

Aurora warrants the cutting cylinders of the machine against defects of workmanship and material for a period of 1 to 8 years* (depending on model) from the original purchase date to the original owner. Aurora warrants all other parts of the machine against defects of workmanship and material for a period of 1 year from the original purchase date to the original owner.

* Please refer to the product manual for further information regarding the specifics of the model's warranty.

Calculators, Laminators, Presentation Remote (One Year Limited Warranty):

Aurora warrants against defects of workmanship and material for a period of one year from the original purchase date to the original owner.

3. Limitation of Warranty

Neither Aurora or its third party suppliers make any other warranty or condition of any kind whether expressed or implied, with respect to the Aurora products, and specifically disclaim the implied warranties or conditions of merchantability, satisfactory quality, and fitness for a particular purpose.

4. Limitation of Liability

Except for the limited obligations specifically set forth in this warranty statement, in no event shall Aurora or its third party suppliers be liable for direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory and whether advised of the possibilities of such damages. There are no expressed warranties other than those stated herein.

Some states do not allow the exclusion of limitations of implied warranties or consequential damages, therefore, the above limitations may not apply to you. This warranty grants you specific legal rights, and you may also have other rights that vary from state to state.

5. Warranty and Return Procedure

For the duration of the warranty period, Aurora will send replacement parts or replace defective products. We do not repair any products. If a product is suspected of being defective, the owner should contact Aurora's Customer Support department. A representative will authorize the exchange of the defective item.

A copy of the receipt or proof of purchase with the date is required.

Product exchange at our facilities can be accommodated.

Shipped return products must be in the original or comparable packaging. Customer is responsible for all shipping charges to return the defective product to Aurora. Your name, street address, and phone number must be included with the product.

Please [contact us](#) with any questions.