

Materials & Equipment / Purchasing guidance

Request delivery or order assistance

Identify the actual order, issue and supporting evidence through an existing private support route.

Current · Revision 3 · Reviewed Oct 29, 2026

► Applicability

Before you begin

Use this guide for an existing order, shipment discrepancy or missing delivery information. Keep the actual order/shipment reference and relevant evidence. Do not publish order files or personal details in article feedback.

Prepare useful evidence

- Order and affected line references, shipment reference if available, and current contact details.
 - What was expected, what was received or observed, and when it happened with time zone.
 - Relevant document revisions or permitted photographs, with unrelated customer information removed.
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Use the existing Support Center

Open Support Center and choose the applicable need. Submit through its actual case path when available, or use a verified contact channel shown there. Retain the genuine case reference and use the existing case-access process for follow-up. A case reference does not confirm warranty coverage, a claim decision or engineering acceptance.

[Open Support Center](https://auronainc.com/support) (<https://auronainc.com/support>)

Keep the issue traceable

Continue the existing conversation rather than assuming a new public feedback entry reaches an incident owner. Follow the actual order terms and AURORA response; this guide establishes no return, refund, response-time or replacement promise.