Return policy

David Lackner - 2022-07-05 - Returns

Our return policy.

From the date of invoice, Pure offers an extended 30-day returns policy instead of the 14-day statutory returns policy. *

The goods must be in perfect condition. This means that it must be returned in its original packaging, with all accessories and undamaged. **

The package must be packed securely for transport. Since the package is your responsibility until it has reached us, please be sure to obtain a proof of sending!

If one or more of the return conditions are not met, the package may be returned to the sender's address and any costs may be charged.

*We do not accept returns after the return period, except for warranty cases. We reserve the right not to accept unauthorised returns or to return them to the sender's address and to charge any costs.

**All returns are checked on arrival. If an item is returned to us damaged, used or otherwise in an unacceptable condition, we will not issue a refund. We reserve the right not to accept unauthorised returns or to return them to the sender's address and charge any costs incurred.

This does not apply to defective equipment.