How can I contact a technical support representative?

Customer Support - 2025-09-26 - How to use the helpcenter

Welcome to our Pure support center!

There are 3 ways to get answers to your product or online shop-related questions.

1. You can search our database of over 1.000 articles to find an answer to your problem. You can download one of our user guides by searching for the product name and going to the “FILE” tab on the results page to see all downloadable user guides.

2. You can create a ticket with us by clicking the following **link.**

3. You can contact us via telephone for specific technical/product-related questions that cannot be solved with the documentation available. In case of questions regarding delivery, order status or the webshop in general **please open a ticket here.**

Our telephone support is available for you daily, Monday - Friday from 10 am to 6 pm CET.

Telephone (for technical inquiries only)

(Charges may apply)

Germany (+49) 800 0001708

France (+33) 1828 81507

United Kingdom & all other countries (+44) 1923 381030

Your customer support team