How can I get information on the status of my order?

INSIDE / AQIPA - 2025-09-25 - How to use the helpcenter

Do you want to know the status of your order?

If you have ordered a product with us on pure-audio.com you have received an email from us (ATS Trade & Services is the service company that will send the email on behalf of Pure) with your order confirmation.

Alternatively, if you have a customer account with us, you can log in to our website with your email address and password and access the order under the "Customer account" section. If you have any questions or if something is wrong with your order, please create a ticket. Create ticket here

If you have not received an order confirmation by e-mail within one hour of placing your order (possibly in spam), the order could not be processed properly. Please order again, preferably with a different payment method.

If you are still charged for the purchase or have any other questions about the order, please contact customer service by ticket to resolve the issue as quickly as possible. Open a ticket here