Returns Instructions

Patrick - 2026-03-13 - Online Store

If your return is authorised* within the 30-day right of return or covered by warranty:

1. Please make sure the item is in perfect condition and ideally in its original packaging.
2. Print out this document (PDF download top right)
3. Fill in the details as accurately as possible and place this consignment note in the outer box.
4. Pack the products to be returned properly for transport.
5. Create a free return label via one of the following shipping partners/links:
    - Returns from the UK: Request it from us via email at store@pure-audio.com
    - Returns from Germany, France, Italy, Netherlands, Belgium, Poland: DHL
    - Returns from Austria: Post
    - Returns from all over Europe: GLS
6. Stick the return label on the outside of the outer box
7. Take your return to the relevant shipping partner and ask them to confirm that the product has been accepted.

Which option do you prefer?

☐ Refund of the purchase price paid (not for warranty cases)

☐ Replacement delivery / exchange

We would be very grateful if you could let us know why you are returning your order:

☐ I don't like it or something else

☐ Does not match the online product description

☐ Too expensive

☐ Defective ... Please state the reason here:

***Unauthorised returns will be returned to the sender's address and charges will apply.**