Return a product

David Lackner - 2024-09-20 - Right of revocation

If an item does not meet your expectations and you would like to return it, this is of course possible free of charge. Normally, the legal return period is 14 days.

However, at Pure we offer our customers a 30-day return policy on any order.

Please see our returns policy. View return policy

You have a 30-day return policy from the date of invoice.

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

The package must be packed securely for transport. Since you are responsible for the package until we receive it, please be sure to obtain a proof of delivery!

If the return regulations apply, please create a returnlabel via the GLS portal.

And if you need further assistance please open ticket here.

We will then check your request immediately and, if necessary, send you a free returns label and further instructions on how to return the goods.

* 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.