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Pure Support - UK - 2019-02-21 - in Warranty Terms and Conditions

My Pure product doesn't work - what should I do?

If you need help with your Pure product, or suspect that it is faulty, please check the resources and FAQs on our support website at <http://support-uk.pure.com/> to see if the advice, tips and software upgrades that are on the website can get your product up and running again.

If this does not resolve matters then please use the same site to contact the Pure Technical Support team who will try to help you get your Pure product working again. If they cannot and they verify that the product is faulty they will then discuss further options with you.

If your product is Out Of Warranty then the next steps are outlined below along with some important DOs and DONTs at the bottom of the page.

How do I know my product is Out Of Warranty?

Typically, aside of the exceptions below, your Pure product will have a 2 year return to base warranty from your date of purchase (with the appropriate proof of purchase being supplied by you)

Exceptions:

Pure Outlet product - 1 year return to base warranty

ChargePAK battery packs - 1 year return to base warranty

Non-electrical accessories - 1 year return to base warranty

If it is deemed faulty what happens next?

Our Technical Support team will talk you through your options. We will offer you a fixed price solution for your product.

How long after my initial warranty period is this solution available to me?

We are able to offer this solution to you from the end of your initial warranty period, to the

end of the 6th year from your date of purchase (this excludes the product groups in the exceptions noted above)

How long will this all take?

Typically we will take between 5 and 10 days from receiving your product to sending out your replaced product. If it takes longer than this, then we will contact you promptly to update you on progress.

DOs and DONTs

DON'T send your Pure product to us without receiving instructions from our Technical Support staff

DO make sure you pack your product securely and safely for its return to us. We cannot be held liable for damage to product during its journey to us

DO make sure you clearly identify the parcel with your returns number; it is a good idea to print off your confirmation email and put that inside the parcel as well

DO return everything in your package that you received with your original product, such as mains adapters or remote controls

DON'T return anything that is your own property (such as CDs, USB drives or SD cards).

DON'T return accessories purchased separately, such as additional speakers, grilles or ChargePAKs