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## Warranty terms and returns procedure for 'in warranty' product - UK customers only

Pure Support - UK - 2017-07-11 - 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 FAQ's 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 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. Those options will depend on the warranty period of your product.

The next steps are outlined below along with some important DOs and DONTs at the bottom of the page.

### **What is my warranty period?**

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) and 3 years for product purchased from the 1st of May 2014.

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. This will depend on whether your product is in warranty, or not.

## **In Warranty**

For Pure product that is in warranty, and for which you have the appropriate proof of purchase, then, after taking a few details from you, our team will issue you with a Returns Authorisation Number (RAN). This will be given to you both verbally and by email. They will also give you an address for you to return the product to so that we can then assess it and either repair or replace as appropriate.

Typically, brand new Pure product that fails within 6 months of your purchase date will be replaced by new product.

Outside of 6 months from date of purchase then we will either repair it or, at our discretion, we reserve the right to replace your product with a refurbished, fully tested, unit.

If, for some reason, we cannot supply a direct replacement for your product because of obsolescence or an overlong delay in supply, then we will send you a suitable replacement as close as possible in functionality and equivalent retail price to your original, although its appearance may differ to your original product.

## **What is Pure Outlet product?**

Pure Outlet stock is fully tested and will be fully functional, outlet product can have slight cosmetic imperfections that all fall within acceptable guidelines.

## **Out Of Warranty**

For product that is out of warranty then we have a separate process click [here](#)

## **What happens next?**

Having been given your RAN, and the return address, you will need to send your appropriately packed Pure product “back to base”, i.e. to our returns processing warehouse, at your cost.

We recommend using Royal Mail standard recorded delivery to return your product. This is so that we have to sign for it on arrival and you have a tracking number and compensation from Royal Mail if your product is lost or damaged in transit.

Don't forget to pack it well so that it will not be damaged during its return and include all the accessories and parts that originally came with it.

Don't forget to remove any of your own items (ChargePAK battery pack, SD cards, USB memory sticks, CDs etc.).

We will receive the product, book it onto our system, test it, upgrade any software (if required) and then either return the product to you if it is found to be not faulty, repair the product or replace it as outlined above. We will then send the product back to you by our own couriers, at our cost.

## **How does the return by courier work?**

When Pure ship your product back to you, as long as you have supplied us with an email address, and/or a mobile phone number, you will receive messages confirming when the product has shipped.

These messages will include your tracking number and will also give you a chance to postpone delivery if you are not going to be available on the delivery date shown in the message.

You will also get messages on the morning of the planned delivery with the hour long slot that delivery is planned to be within.

Our courier has a performance history of over 95% in delivering within that hour so you can confidently plan your day around your delivery.

### **How long will all this take?**

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

### **What is my warranty after my return has been dealt with?**

If we have found your product to not be faulty then your original warranty period remains unchanged. If we have repaired or replaced your product within your original warranty period, you will be covered for 90 days or to the end of your original warranty period, whichever is the later date, so you will need to keep the proof of purchase of your original product as well as a record of the repair/replacement.

### **What happens if my product is damaged?**

If you have accidentally damaged your Pure product please discuss this with the Technical Support team before returning it. We will do what we can to help you get your product back up and running but as each instance will be different we cannot list all potential solutions here.

If we receive your product and it is damaged on arrival then we will contact you to discuss your next steps. We are not liable for customer or courier damage prior to our receiving of product and this would mean that any required repair would fall outside of our In Warranty process. We are happy to help you but this would then be under the terms of our Out Of Warranty Process.

All other aspects of the returns policy listed in your product documentation remain unchanged.

### **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** consider using standard recorded delivery to return your product. We then have to sign for it on arrival and you have a tracking number and compensation from Royal Mail if your product is lost or damaged in transit

**DO** make sure you clearly identify the parcel with your RAN 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