

# PURE Help Centre

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## Out Of Warranty Process - UK customers only

Sam Johnson - 2018-10-24 - [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.

### **How do I know my product is Out Of Warranty?**

Typically, aside of the exceptions below, your Pure product will have a 3 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 replacement option, which will be a refurbished 'outlet' 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)

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

Pure Outlet products are supplied with a 1 year return to base warranty from date of purchase through the Out Of Warranty process.

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

