

Purely Solutions 30-Day Money-Back Guarantee

Effective Date: October 6, 2025

At Purely Solutions, we stand behind the quality and performance of our products. We are confident that you will be satisfied with your purchase. However, if for any reason you are not completely satisfied, we offer a 30-day money-back guarantee on eligible products.

1. Our Promise to You

Our guarantee is simple: If you are unsatisfied with your product within **30 calendar days from the date of delivery**, you can return it for a full refund of the product purchase price, provided the conditions outlined below are met.

2. Eligibility

- **Timeframe:** The guarantee is valid for 30 days starting from the day your product is delivered. Return requests must be initiated within this period.
- **Products:** This guarantee applies to all water filter products purchased directly from our website, <https://www.purelysolutions.ca/>.
- **Proof of Purchase:** A valid order number is required for all returns under this guarantee.

3. How to Initiate a Return

To ensure your request is processed efficiently, please follow these steps:

1. Visit our website at <https://www.purelysolutions.ca/> and navigate to the **"Contact Us"** page.
2. Click on the **"Get Support"** option, then select **"Request for Return/Exchange"**.
3. Complete the required personal information fields in the form.
4. In the **"Description"** text box, please provide your **order number** and state that you would like to process a return under our guarantee. For example: *"I would like to initiate a return for order number [Your Order Number] under the 30-Day Money-Back Guarantee."*
5. Submit the form. Our support team will review your request and contact you with the next steps.

4. Conditions for Return

To qualify for a full refund under our money-back guarantee, the returned product must meet the following conditions. These steps are crucial to prevent damage during transit and ensure the item can be safely received at our facility.

1. **Product Must Be Uninstalled:** The water filter system must be fully and safely uninstalled from your plumbing.

2. **All Water Must Be Drained:** It is essential that you **vacate all water from the filter casing and components**. A product returned with water inside can leak during transit, causing damage. Furthermore, residual moisture can encourage microbial growth, which may permanently damage the product and prevent it from being recycled effectively. **Returns containing water may be rejected.**
3. **Must Be Complete:** The product must be returned with all original parts, accessories, manuals, and components, including the **water speed waves**.
4. **Original Packaging:** Please return the product in its original product box and packaging.
5. **Condition:** The product must be free from any damage, scratches, or cosmetic defects that are not the result of normal, intended use.

Please Note: We reserve the right to refuse a refund if the returned product does not meet these conditions.

5. Shipping Your Return

Once your return request is approved, we will email you a prepaid shipping label.

Please print the label and affix it securely to the original shipping box that your order arrived in. We ask that you reuse this outer box to ensure the product is protected. Please re-tape the box securely before dropping it off at the designated carrier location.

6. Refund Processing

1. **Inspection:** Upon receipt, our team will inspect the returned product to ensure it meets all the conditions listed in Section 4.
2. **Approval:** Once the return is approved, we will process your refund.
3. **Timeline:** Please allow **5-10 business days** after we receive the returned item for the refund to be processed.
4. **Refund Method:** The refund will be credited back to the original method of payment used at the time of purchase. You will receive an email notification once the refund has been issued.

Please note that original shipping fees paid at the time of your order are non-refundable.

7. Questions?

If you have any questions about our 30-Day Money-Back Guarantee or need assistance with your return, please do not hesitate to contact our customer support team at info@purelysolutions.ca.