

Purely Solutions – Terms and Conditions

Effective for All Customers Since Inception

Welcome to Purely Solutions.

We are dedicated to setting a new standard in home water filtration. For more than five years we have proudly supplied thousands of Canadian households with premium systems sourced from the industry's leading suppliers. We take genuine pride in our craftsmanship, carefully select high-quality materials, and stand fully behind every product we ship.

These Terms and Conditions govern your purchase and use of our products. By placing an order or continuing to use your system, you confirm that you have read, understood, and agree to these Terms in full.

1. Our Promise to You

At Purely Solutions, your satisfaction and safety are our top priorities. Every system comes with a lifetime limited warranty against defects in materials and workmanship that are our responsibility. Our support team is available 24 hours a day, 7 days a week to answer questions for you or your plumber at any stage. We genuinely want your Purely system to perform beautifully in your home for many years to come.

2. Orders, Pricing and Payment

Prices are in Canadian dollars and do not include applicable taxes, shipping, or duties unless stated. We accept major credit cards and other secure methods shown at checkout. A contract is formed only when we send you an order confirmation email.

3. Shipping and Delivery

We ship from our Canadian warehouse. Delivery times are estimates only. Risk of loss passes to you once the carrier takes possession of the shipment.

4. Returns, Refunds and Cancellations

As a distance sale, Quebec consumers benefit from the rights set out in the *Consumer Protection Act*. For all customers:

- You may cancel your order at any time before we ship.
- Once shipped, you have 30 days from delivery to return unused products in original packaging for a full refund (return shipping at your expense unless the product is defective).
- Opened filter cartridges are non-returnable for hygiene reasons.
- Refunds are processed to the original payment method within 10–14 business days after we receive and inspect the return.

5. Lifetime Limited Warranty

Every Purely system carries a lifetime limited warranty against defects in materials and workmanship attributable to Purely Solutions. If such a defect occurs, we will replace the affected component at no charge (our sole remedy under this warranty), **provided the system has been installed and maintained strictly according to our instructions and the Installer Acknowledgment Form has been returned within 14 days of installation.**

This warranty does not cover normal wear, consumable filters, labour, removal, reinstallation, or damage caused by improper installation, misuse, or failure to follow our guidelines. Nothing in these Terms limits your statutory rights under Quebec's legal warranty of quality (hidden defects) or other mandatory consumer protections.

6. Professional Installation Strongly Recommended

Our systems are designed to be installed by a licensed plumber. Because of provincial and municipal licensing rules, Purely Solutions does not offer installation services.

7. Your Acknowledgements and Responsibilities

By completing your purchase you expressly acknowledge and agree that:

- You have read and understood the detailed installation instructions (and any updates on our website).
- You have contacted our 24/7 support team with any questions before beginning installation.
- You have independently verified that the chosen system complies with all local building codes, municipal bylaws, provincial regulations, and your homeowner's insurance requirements in your specific municipality and region.

- The system will be installed, used, and maintained responsibly and strictly in accordance with our instructions.
- You accept the inherent risks associated with owning and operating any home water-filtration product and will operate it within the specified limits detailed in the manual.
- You will keep records of all maintenance and filter replacements.

8. Filter Replacement and Maintenance

To keep your system performing at its best, you must follow our filter replacement guides, estimated schedules, and maintenance recommendations. Timely replacement of filters is your responsibility. We provide friendly reminders and 24/7 support, but we are not liable for issues arising from delayed, improper, or omitted maintenance.

We also recommend simple weekly or monthly visual check-ins: ensure nothing obstructs the system, there is no unusual pressure, and all connections remain dry.

9. Water Source Considerations

Our systems are optimized for treated municipal (city) water, where they reduce unwanted contaminants and improve taste and clarity. We are grateful to live in regions where municipal water is regulated to high safety standards (aligned with Health Canada and World Health Organization guidelines).

While our systems have proven effective in certain well-water applications, well-water quality varies widely. It is your responsibility to verify that your water is safe, properly treated, and suitable. Please contact support with any questions — we are happy to help, but final compatibility decisions rest with you.

10. No Health Claims

Purely Solutions does not guarantee or promise specific health benefits. Our systems are designed to purify incoming water by reducing common unwanted contaminants found in municipal supplies, delivering optimally clean and pleasant-tasting water to your home using the highest-quality materials available. We do not advocate against municipal water treatment; we simply add an extra layer of home protection and peace of mind.

11. Certifications, Materials, and Testing

We partner with trusted global suppliers and invest in top-tier materials. Our main filtration media (activated carbon fibre) is supplied by a partner that holds NSF/ANSI Standard 42 certification for aesthetic effects (such as reduction of chlorine taste and odour). This certification applies to the media component only; our complete systems and cartridges have not undergone full NSF system certification as an assembled unit.

Independent third-party laboratories have tested our systems against recognized global standards. Full details and reports are available on our website or upon request.

12. Safety Recommendations

To further protect your home, we strongly recommend installing smart water-leak detectors and automatic shut-off valves — the same proactive measure many Canadian insurance companies encourage. These devices can reduce the potential for water-related incidents to nearly zero and may qualify you for premium discounts. Recommended products and links are included in your order confirmation and installation guide.

13. Installer Acknowledgment Form

As a strict condition of the Lifetime Warranty and ongoing support, your licensed plumber must sign and return the “Installer Acknowledgment and Confirmation Form” (included in the box and available on our website) within 14 days of installation. This simple one-page form confirms that the instructions were followed and the system was tested with no leaks. Failure to return the signed form will limit or suspend warranty coverage and our ability to assist in any future claim.

14. Limitation of Liability

To the fullest extent permitted by applicable law (including Quebec’s Consumer Protection Act and Civil Code), Purely Solutions, its directors, officers, employees, and suppliers are not liable for any loss, damage, cost, or expense (including property damage, personal injury, loss of use, or consequential or indirect damages) arising from or connected with:

- Improper installation, misuse, alteration, neglect, or failure to follow instructions;
- Any act or omission by a third-party installer (including licensed plumbers);

- Delayed, improper, or omitted filter replacements or maintenance;
- Incompatibility with your water source or local laws, codes, or insurance requirements that you did not verify;
- Any events after the product has left our facility.

Our total liability is strictly limited to the remedies in the Lifetime Warranty (replacement of defective parts attributable to Purely Solutions). We do not cover labour, removal, reinstallation, or any other costs.

15. Indemnification – Protecting Everyone Involved

At Purely Solutions, we proudly stand behind our products with a lifetime limited warranty against defects that are our responsibility. We take every reasonable step to ensure high-quality, safe systems so you can enjoy clean water with peace of mind.

Because installation, use, and ongoing maintenance involve factors outside our direct control, we ask you to share responsibility in a clear and fair way. To the fullest extent permitted by law, you agree to indemnify, defend, and hold harmless Purely Solutions, its directors, officers, employees, agents, suppliers, and affiliates from and against any claims, losses, damages, liabilities, costs, and expenses (including reasonable legal fees) brought by you, your insurer (on a subrogated basis), or any third party that arise from:

- The installation of the system (or decisions not to follow our instructions);
- The use, operation, maintenance, or modification of the system after delivery;
- Any incompatibility with your local water source, codes, bylaws, or insurance requirements;
- Any water-related incident occurring after the product has left our facility.

This indemnification survives termination of the warranty or any other relationship between us. We are always here to support you.

16. International and Non-Quebec Customers

Customers outside Quebec (or outside Canada) are solely responsible for verifying compliance with their local laws, plumbing and building codes, regulations, and insurance requirements. By purchasing or continuing to use the system, you confirm you have done so and accept full responsibility.

17. Intellectual Property

All trademarks, designs, and content on this website are owned by Purely Solutions. You receive a limited licence to use the products as intended.

18. Governing Law

These Terms are governed by the laws of the Province of Quebec and the applicable laws of Canada. Any disputes will be resolved in the courts of Quebec, subject to your rights under the Consumer Protection Act.

19. Miscellaneous

- **Force Majeure** — We are not liable for delays caused by events beyond our reasonable control.
- **Severability** — If any provision is held invalid, the remaining provisions remain in effect.
- **Entire Agreement** — These Terms constitute the entire agreement between you and Purely Solutions.
- **No Professional Advice** — We do not provide installation advice; all guidance is general and must be verified with a licensed plumber.
- **Updates** — We may update these Terms from time to time. The current version is always available here. Continued use of your Purely system or contact with our support team after any update constitutes acceptance.

20. Contact Us

We are here to help.

Email: support@purelysolutions.ca

Available 24/7

Your Agreement

By placing your order you confirm that you have read, understood, and accept these Terms and Conditions in full. They are reasonable, transparent, and designed to protect both you and us so we can continue delivering the highest standard of home water filtration.

Thank you for choosing Purely Solutions.

We are honoured to be part of your home.