

PURECHOICE

Return Policy

Your satisfaction is our top priority. PureChoice, Inc. allows most products to be returned for a refund within 30 days of the invoice date.

Return Conditions

Items must be returned in NEW (unused, untested, and resalable) condition, in the original manufacturer packaging, with all accessories, kit components, and instruction manuals included. For your protection, items must be returned shipping prepaid, insured for the full value and safely wrapped to prevent shipping damage. Please see [Warranty](#) if returning a used item. Sensor Cubes are not returnable if opened. In the event of a recalibration or repair, the customer must coordinate shipping and pay costs for shipping to PCI. PCI will cover the cost of shipping back to the customer.

Restocking Fees

We reserve the right to charge a restocking fee of up to 15% for the return of resalable items.

Warranty

Our products are warranted to be free of defects in material and workmanship for a period of 18 months from the date of shipment. PureChoice reserves the right to repair or replace the item at its discretion.

Exchanges in Case of Shipping Damage

If you receive product damaged as a result of shipping, we will be happy to exchange it for you free of additional charges. An insurance claim has to be filed and finalized before compensation is issued to the customer or product is replaced. Please contact us within 3 business days of delivery to initiate a claim. The product will be replaced within 5 business days of being contacted.

Product Refunds

We will be happy to issue a refund to you providing the **Return Conditions** are met. In the event of non-compliance with these requirements, a refund will be issued in accordance with the condition of the returned merchandise and the value of missing items, if any. **No refunds will be issued before merchandise is received and evaluated.**

Shipping Refunds

Shipping charges on returns are not refundable. Please be advised that we are unable to refund any fees imposed by an entity other than PureChoice, Inc., such as customs or brokerage fees.

Return and Exchange Instructions

Email your request to: support@purechoice.com

Include the following information:

- Model type (e.g. Nose 4)
- Quantity
- Serial Number(s)
- Detailed description of the problem
- Your contact information
- Original Purchase Order number – if available

In your reply, you will receive a Return Merchandise Authorization (RMA) number as well as a return address. **No return or exchange will be accepted without an RMA Number.**

Pack the product securely (using original packing material when possible). Please note that we do not accept COD shipments. Please insure the package for full value of the merchandise. The merchandise is still your property until it reaches our warehouse and we are not responsible for any shipping damages occurring at this point. Please remember to include all the contents such as accessories and instruction manuals that came in the original order.