Return and Refund Policy

PURE ESSENTIALS is committed to 100% satisfaction and we hope you will be completely delighted with your order.

We make every effort to ensure that your purchase arrives at you in perfect condition. Should you experience a problem with your order, please contact us at pure@essentials.africa or 063 939 7394, and we will do our utmost to resolve any issue.

If you are not completely satisfied with your Pure Essentials product, we offer a no-strings-attached 30-day return window from the date of purchase for a full refund.

Return Policy

We have a 14-day return/exchange policy for unopened/un-used items, which means you have 14 days after receiving your item to request a return. You'll also need the proof of purchase/order confirmation. The return/exchange does not include the cost of shipping.

To start a return on a new/un-used item, you can contact us at pure@essentials.africa. If your return is accepted, we'll send you instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

We do not accept returns for any product that has been opened or used.

You can always contact us for any return question at pure@essentials.africa.

Exchanges

The fastest way to ensure you get what you want is to return the item you have (contact pure@essentials.africa to see if you qualify) and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return of a new/un-used item, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.