

This Policy explains our guarantees, how returns and refunds work, and what warranty coverage applies to the Purely P1+ Defender Whole-Home System purchased directly from Purely Solutions. This Policy applies to the P1+ Defender 1-Stage, 2-Stage, and 4-Stage systems. By purchasing a P1+ Defender directly from Purely Solutions, you agree to this Policy. Nothing in this Policy removes or limits any right you have under the consumer protection law of your province or territory, which applies in addition to the protections described below.

P1+ Defender Coverage at a Glance

Coverage	Period / Amount
30-Day Risk-Free Trial	30 days from date of purchase
30-Day Money-Back Guarantee	30 days from date of purchase
Performance Guarantee	Per tested specifications on the applicable Performance Data Sheet (PDS)
Limited Warranty — P1+ Defender Whole-Home System	5 years / defects in materials & workmanship
Reinstallation Labour Credit	Up to C\$200 for eligible covered warranty claims
Scheduled head assembly replacement	Required after 8 years of service (C\$149, plus taxes & shipping; price subject to change)

1 OUR COMMITMENTS AT A GLANCE

30-Day Risk-Free Trial — try your P1+ Defender and request a refund within 30 days if it isn't right for you, subject to the conditions of this Policy.

30-Day Money-Back Guarantee — if you are not satisfied, you may request a refund within 30 days of purchase.

Performance Guarantee — if your P1+ Defender does not perform to its tested specifications under the applicable conditions, we will replace it in accordance with this Policy.

5-Year Limited Warranty — the P1+ Defender Whole-Home System is covered against defects in materials and workmanship attributable to Purely Solutions for five (5) years from the date of purchase.

Reinstallation Labour Credit — if a covered warranty repair requires a licensed plumber to reinstall the affected component, you may be eligible for a credit of up to C\$200 toward the labour.

2 YOUR 30-DAY RISK-FREE TRIAL

The P1+ Defender Whole-Home System comes with a 30-day risk-free trial so you can experience the product with confidence.

What "risk-free" means

For 30 days from your date of purchase, if you are not satisfied with your P1+ Defender, you may return it for a refund of the purchase price under our Money-Back Guarantee, provided the product is not physically damaged. "Risk-free" means you may try the P1+ Defender and request a refund within the trial period if it is not right for you, subject to the terms and conditions set out in this Policy.

Scope of the Risk-Free Trial

The 30-Day Risk-Free Trial is a satisfaction guarantee and is subject to the conditions of this Policy. It does not cover physical damage to the product. Return shipping costs remain the customer's responsibility unless otherwise stated in this Policy, and all applicable installation, maintenance, use, and compatibility requirements continue to apply.

The trial period

The 30-day period begins on your date of purchase. Your refund request, together with the required photo and written explanation described in Section 6, must be submitted within that 30-day period. The Risk-Free Trial applies only to a P1+ Defender purchased directly from Purely Solutions.

3 30-DAY MONEY-BACK GUARANTEE

If you are not satisfied with your P1+ Defender, you may request a refund within 30 days of your date of purchase, provided the product is not physically damaged.

TO QUALIFY FOR THE MONEY-BACK GUARANTEE

- apply for the guarantee and receive authorization before sending the P1+ Defender back;
- provide a photo of the P1+ Defender installed or in use; and
- provide a short written description of the reason for your return.

Return shipping costs under this guarantee are the customer's responsibility. Once we receive and review the returned P1+ Defender, we will refund the eligible purchase price, excluding original shipping and handling charges, to the original payment method. This guarantee is offered in addition to your statutory rights.

4 PERFORMANCE GUARANTEE

Our Performance Guarantee reflects our confidence in how the P1+ Defender is built and tested.

What we guarantee

We guarantee that the P1+ Defender will perform in accordance with the tested specifications stated on its applicable Performance Data Sheet (PDS) when operated under the conditions, capacity, and replacement cycle described on that PDS. When properly installed, maintained, and used as intended, the P1+ Defender is guaranteed to perform to the specifications stated on its PDS.

What performance is measured against

Performance is measured against the P1+ Defender's PDS specifications under the operating and testing conditions on which those specifications are based. Actual results in a home may vary depending on factors including water source, incoming water quality, contaminant concentration, water pressure, sediment, flow rate, installation, cartridge condition, maintenance, and other site-specific conditions. Variations resulting from these conditions do not, on their own, establish that the P1+ Defender has failed to meet its tested specifications.

HOW A PERFORMANCE CLAIM WORKS

If you believe your P1+ Defender does not meet its PDS specifications, you may submit credible evidence supporting your claim. This evidence must consist of results from an independent, accredited laboratory based on testing performed under operating conditions comparable to those on which the applicable PDS specifications are based. The cost of obtaining this evidence is the customer's responsibility.

Purely Solutions will review the submitted evidence. If the evidence credibly establishes that a properly installed, maintained, and operated P1+ Defender does not meet its applicable PDS specifications under those conditions, Purely Solutions will replace the affected system or component at no charge.

Scope of the Performance Guarantee

The Performance Guarantee applies to the tested filtration performance stated on the applicable PDS. It is not a health guarantee, a guarantee of a specific result in an individual home, or a guarantee that real-world results will be identical to controlled laboratory results. It is a guarantee that the P1+ Defender will perform to its applicable tested specifications when used under the conditions on which those specifications are based. This guarantee is offered in addition to your statutory rights and the Limited Warranty.

5 RETURNS & REFUNDS

You may return the P1+ Defender within 30 days of your date of purchase. To qualify for a return:

- the P1+ Defender must not be physically damaged;
- the applicable accessories and components supplied with the system must be returned; and
- original packaging should be included where reasonably possible.

We understand that the P1+ Defender is an installed whole-home system and that original packaging may not always be available after installation. You must apply for a return and receive authorization before sending the P1+ Defender back and must provide the applicable photos and written explanation described in Section 6.

You are responsible for return shipping costs unless the return results from an error or issue caused by Purely Solutions, in which case Purely Solutions will cover the applicable return shipping costs. Opened replacement filter cartridges and other consumable filtration media are non-returnable for hygiene reasons, except where required by applicable law.

Refunds

Once we receive your authorized return, we will inspect it to confirm that the required components and accessories have been included and that the return otherwise satisfies the applicable conditions of this Policy. Approved refunds will be issued to the original payment method, excluding original shipping and handling charges, within ten to fourteen (10–14) business days after we receive and inspect the returned product.

Uninstallation and removal of the P1+ Defender, together with its return to Purely Solutions, are the customer's responsibility. Installation,

uninstallation, and removal labour are not refundable except where expressly provided under the Reinstallation Labour Credit applicable to a covered warranty claim.

6 HOW TO APPLY — RETURNS, GUARANTEES & WARRANTY CLAIMS

PRIOR AUTHORIZATION IS REQUIRED

All P1+ Defender returns, Money-Back Guarantee claims, Risk-Free Trial refund requests, Performance Guarantee claims, and Limited Warranty claims require prior authorization.

To apply:

1. Contact Purely Solutions to request authorization for your return or claim.
2. Provide the required photos and written explanation: for a Money-Back Guarantee or Risk-Free Trial request, provide a photo of the P1+ Defender installed or in use and a short written explanation of the reason for the return; for a return or warranty claim, provide detailed photos and a written description of the issue; and for a Performance Guarantee claim, provide the evidence required under Section 4.
3. Receive authorization and applicable instructions before shipping anything back.
4. Return the product as instructed, together with the applicable accessories and components and, where reasonably available, the original packaging.

Products returned without prior authorization may not be accepted or processed. Please obtain authorization and return instructions before shipping the P1+ Defender to Purely Solutions.

Start a return or claim → purelysolutions.ca/contact

7 ORDER CANCELLATION

You may cancel your P1+ Defender order at any time before it ships. To cancel an order, contact us as soon as possible. Because we aim to process and ship orders promptly, cancellation is only available while the order is still being prepared. Once an order has shipped, it can no longer be cancelled. You may instead follow the Returns & Refunds process described in this Policy.

8 5-YEAR LIMITED WARRANTY

The P1+ Defender Whole-Home System, including the 1-Stage, 2-Stage, and 4-Stage configurations, includes a limited warranty against defects in materials and workmanship attributable to Purely Solutions for five (5) years from the original date of purchase. If a covered defect arises during the warranty period, Purely Solutions will repair or replace the affected component at no charge.

Our obligation under this Limited Warranty is limited to the repair or replacement of the affected covered component, except for any additional rights or remedies available under applicable law. Where a covered defect requires the affected component to be reinstalled by a licensed plumber, you may also be eligible for a reinstallation labour credit of up to C\$200 toward your account, subject to the applicable conditions set out in our Terms and Conditions of Sale and Use.

To make a warranty claim, follow the process described in Section 6. After the applicable five-year warranty period has expired, warranty coverage for the broader P1+ Defender System ends. Replacement cartridges remain covered against defects in their own materials and workmanship, subject to the terms applicable to those products.

9 SCHEDULED COMPONENT REPLACEMENT

For continued reliable and safe operation, the P1+ Defender head assembly must be replaced after eight (8) years of service. The replacement head assembly is purchased separately. The current price of the P1+ Defender replacement head is C\$149, exclusive of applicable taxes and shipping, and is subject to change. The price in effect at the time of purchase will apply. This replacement interval applies regardless of the apparent condition of the head assembly, and timely replacement is the responsibility of the owner. Failure to replace the head assembly on schedule may limit or suspend warranty coverage where the failure to replace it contributes to the claimed issue.

10 WARRANTY EXCLUSIONS

The P1+ Defender Limited Warranty does not apply to defects, damage, failure, or performance issues arising from:

- improper or faulty installation, or installation not performed by a licensed professional;
- installation that does not comply with Purely Solutions' instructions or applicable installation requirements;
- use of parts, cartridges, fittings, or components that are not approved by Purely Solutions;
- misuse, alteration, neglect, accident, or failure to follow applicable instructions;
- normal wear and tear;
- consumable filter cartridges reaching the end of their normal capacity or useful life;
- physical damage occurring after delivery; or
- labour, removal, or reinstallation costs, except where expressly covered by the applicable Reinstallation Labour Credit.

The exclusion relating to labour, removal, and reinstallation is subject to the Reinstallation Labour Credit available for eligible covered warranty claims and described in our Terms and Conditions of Sale and Use.

11 YOUR STATUTORY RIGHTS

YOUR STATUTORY RIGHTS ARE PRESERVED

Nothing in this Policy excludes or limits any legal or statutory warranty, consumer protection, or other right that cannot lawfully be excluded or limited under the consumer protection law of your province or territory of residence. Those rights apply in addition to the guarantees and warranty protections described in this Policy.

12 HOW TO CONTACT US

SOLUTIONS PURELY INC.

Email: support@purelysolutions.ca

Web: purelysolutions.ca/contact

For P1+ Defender returns, guarantee claims, warranty claims, or related support, contact us to begin the authorization process described in Section 6.

Purely Solutions | P1+ Defender Guarantees, Returns & Warranty