

You may cancel an order up to 72 hours prior to shipment. Purafil will gladly exchange or replace the item(s) due to damages in transit. Please call Customer Service at 770-662-8545 with the serial number of the unit for assistance in receiving a replacement. You may return items with a Return Merchandise Authorization if the Purashield is unsatisfactory within 30 days, providing they are unused and in their original packaging. We encourage you to call Customer Service at 770-662-8545 so that a representative may help you.