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Some users, particularly users of web-mail services such as AOL or Hotmail, have reported apparent failures in receiving Pure Connect e-mails. In nearly all occasions the e-mail has arrived but has been automatically moved out of the inbox and filtered as 'spam' or 'junk' mail.

Please check your spam or junk mail folder if it looks like you haven't received an e-mail from us and you will almost certainly find it in there (providing you used a valid e-mail address when attempting to create your account). Remember to adjust your web-mail filters accordingly so any future emails from connect.pure.com or pure.com are not interfered with.