



July 25, 2025

Replacement cover available for select Pura 4™ diffusers

Dear Costco Member,

We're always working to ensure your experience is safe and seamless. Recently, we found that a small number of Pura 4™ diffusers have front covers with magnets that could detach over time. While no injuries have been reported, detached magnets—if swallowed—pose risk of injury if ingested.

Out of caution, Pura is offering a free replacement cover for affected diffusers.

To check if your diffuser has been impacted, you can check [here](#). If your diffuser is impacted, you can keep using it—just remove and safely dispose of the current cover while waiting for the replacement. Keep the diffuser out of reach of children and pets in the meantime.

You can request your free cover at pura.com/pages/productrecall, or contact Pura's customer support team at 855-394-5292 or email them at replacement@pura.com.

As always, your safety is our priority. Thank you for being part of the Pura family.

The Pura Team