

Last Updated: 5 July 2019

The following only applies if you, as the purchaser, deal as a "consumer" under the Consumer Protection (Fair Trading) Act of Singapore (Cap. 52A) and may not apply in your particular case. In telling you the following, we do not vary or extend the remedies otherwise available to you at law.

## Refund and Return Policy

We want you to love your chair! However, if you are not completely satisfied, we want to work with you to make things right. But before considering a return, don't forget that all our chairs are covered by our warranty, which you can read up more [here](#). Simply reach out to us via our support form [here](#) so that our customer support team can do their best to resolve your issue.

To help you understand our refund/return policy better, we've divided it into two categories, Category A and Category B.

	Category A	Category B
	New and unassembled	Used and undamaged
<b>Return Packaging</b>	To be returned in <b>Original Packaging</b>	
<b>Validity period for returns</b>	Up to 49 days from the date you received your chair, based on tracking	
<b>Return shipping fees<sup>1</sup></b>	At purchaser's responsibility	
<b>Return Fee<sup>2</sup></b>	FREE	15%
<b>Damage Fee<sup>3</sup> (if applicable)</b>	The product should be returned in excellent condition otherwise Damage fees <sup>3</sup> may apply	
<b>Details</b>	<ul style="list-style-type: none"> <li>Chair is to be in <b>original condition</b> (unused, no assembly attempted)</li> <li>Additional fee<sup>2</sup> may be applicable based on the condition of the returned good</li> <li>Return includes any/all replacement parts issued for warranty (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>Chair is to be <b>disassembled and repacked into original packaging</b> (as per instructions in the provided disassembly video)</li> <li>Additional fee<sup>2</sup> may be applicable based on the condition of the returned good</li> <li>Return includes any/all replacement parts issued for warranty (if applicable)</li> </ul>

## Refund<sup>4</sup>

- If there are no issues found with the returned goods upon inspection, a refund will be initiated within 5 working days
- Refunds will be issued via the same payment method used for the purchase of the returned goods

Do note that the risk of loss of any returns are borne by the consumer once the product to be returned has been passed to the courier. You are responsible that your returns are properly packed and shipped back to us.

Any filing of claims for damages with carriers must be done at the consumer's discretion and responsibility.

**All returns and refunds decisions by Secretlab shall be final.**

<sup>1</sup> The tracking details for the returned goods are to be provided to us within 7 days upon initiating the return

<sup>2</sup> Return fee includes administrative and inspection fee

<sup>3</sup> Additional fee is determined after inspection of the condition of returned goods, overall packaging condition as well as any part relating to the chair

<sup>4</sup> Refund % fees are calculated based, at checkout, on the final payable amount of your order and the refund will be initiated via the same payment method used for the purchase of the returned goods and you will receive the credit within a certain amount of days, depending on your bank's policies

## You may also want to know:

- Secretlab only sells brand new chairs, and returned chairs are donated to charitable or non-profit organizations.
- The returned item is required to be in excellent, and in proper condition. For Category A returns, items must be unused and unassembled. If a seal was present, it must not have been tampered with.
- Returned items are your responsibility until they reach us, so make sure they're properly packed as instructed so they would not get damaged on the way. All goods to be returned are required to be marked as "Returned Goods".

We are sad to see you go but if you really need to return an item, please reach out to us via our [Support Form](#) with your order number and details about the product that you would like to return. We will respond quickly with instructions for how to return your order.