

Last Updated: 24 February 2020

This policy only applies to consumer purchases.

Refund and Return Policy

We want you to love your chair! Go ahead. Give it a try. We know that you will be thrilled with it once you give it a recline.

Once in a blue moon, our product may not meet your mark. Should the moon turn blue, let us know. We will work with you to make things right. Before you make that final call, don't forget that all our chairs are covered by our limited warranty. You can extend your warranty for the 2020 series to 5 years for free by following these [instructions](#).

If you have any questions, please write to our customer support team via the [support form](#). They will do their best to get you back to your game.

In the unlikely event that you need to return a product, we invite you to review the following terms:

Return / Restocking Fee	FREE
Return Packaging	Must be returned in the Original Packaging
Validity Period for Returns¹	Up to 49 days from the date you received your chair, based on our tracking records.
Return shipping fees	You are responsible for all shipping fees and costs.
Damage Fee²	May apply if goods are damaged or missing parts when we receive them.

Refund and Return Policy (MY)



Condition of Product Eligible for Return³	<ul style="list-style-type: none">• Must be in excellent condition.• Original packaging is not damaged.• No missing parts (including any replacement parts that you have received).• Completely disassembled. We do not accept partially assembled products.
Refund	<ul style="list-style-type: none">• Initiated within 14 working days after the returned goods pass our inspection.• Refunds will be via the same payment method used for your original purchase. Refunds should be credited to your account within a few days, depending on your bank's practice.

You are responsible for properly packing and shipping your return products. Please follow our return instructions. We are not responsible for any returns that are lost, damaged or rejected because you did not follow the return instructions.

Do note that you are responsible for any damage or loss of the goods during the return process. We encourage you to pay for shipping insurance to cover such damage and loss. You are responsible for any insurance claim filing with the carriers.

All refund and return decisions by Secretlab are final.

¹ You must provide us with the tracking details for the returned goods within 7 days of initiating your return.

² Damages are assessed based on the condition of the goods and returned parts and overall packaging at the time we received them.

³ We may reject returns with damaged packaging.

Refund and Return Policy (MY)



You should know that:

- You may cancel an order at any time as long as it has not been shipped (i.e., tracking details have not been issued).
- All goods to be returned must be marked as "Returned Goods".

We will be sad to see you go. That said, if you need to return an item, please send us your order number and product details using the [support form](#). We will respond quickly with helpful return instructions.