

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	Use the original packaging to avoid damages during the return.
Validity Period for Withdrawal and Returns¹	Up to 14 days from the date you received your chair, based on our tracking records.
Return Shipping Fees²	You are responsible for all shipping fees and costs.
Damage Fee³	May apply if goods are damaged or missing parts when we receive them.

Condition of Product Eligible for Return	<ul style="list-style-type: none">• Must be in excellent condition.• The original packaging should not be damaged.• No missing parts (including any replacement parts that you have received).• To avoid damage during the return process, please completely disassemble the product. We are not responsible for any damages that result from shipping partially disassembled 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.

Secretlab will handle all requests for returns and refunds according to the relevant consumer protection laws and this refund and return policy.

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 Do take note that shipping costs are typically by weight and the chairs are bulky.

³ Damages are assessed based on the condition of the goods and returned parts and overall packaging at the time we received them.

Refund and Return Policy (UK)



Please mark all returned goods 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.