

Effective as of 24 February 2020

Warranty

This Warranty is valid only for chairs that you bought through authorised channels (**Products**). Our authorised channel in Malaysia is our online store at **my.secretlab.co** (the **Store**). Regretfully, we can't determine the authenticity or original condition of products sold through unauthorised channels. Hence, we can't provide warranty service for those products.

a. What our warranty covers

We warrant the following:

- The Product you bought will match the descriptions we gave you when you contacted us, or through our Store;
- The Product's hydraulics, armrests, backrest recline and casters will not be affected by any major defect in its:
 - skeletal steel frame;
 - casters mechanism;
 - recline mechanism;
 - tilt mechanism;
 - gas lift; or
 - armrest mechanism.

Your warranty will be valid for the following duration:

Product	Warranty Period
Secretlab 2020 Series Chairs	3 years
Secretlab 2020 Series Chairs registered under the Extended Warranty Program at my.secretlab.co/pages/redeem	5 years
All others	2 years

Our warranty starts from the date you received your Product. Your date of receipt will be the date shown on our delivery records for your order.

We will repair or replace all defective Products. In the event we can't fix a warranty failure, we will reimburse you the purchase price that you paid, less the amount directly attributable to your use before the non-conformance was discovered. We may also accept your request for a partial refund as far as justified by the reduced value of the unrepaired Product if you opt to keep it.

EXCEPT AS EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY, SECRETLAB EXCLUDES ALL EXPRESS AND IMPLIED WARRANTIES UNDER ANY LEGISLATION GOVERNING THE SALE OF CONSUMER GOODS. HOWEVER, SECRETLAB DOES NOT DISCLAIM ANY STATUTORY GUARANTEE THAT CANNOT BE WAIVED OR LIMITED BY CONTRACT UNDER THE LAWS.

b. What our warranties do not cover

Secretlab's warranty commitments do not cover claims resulting from:

- minor deviations of the Products from images posted in the Store or due to naturally occurring variations in the materials used or manual assembly of Products;
- improper assembly or use or site or environmental conditions;
- use in anything other than a domestic or private setting;
- contact with excessive moisture (including, without limitation, due to conditions such as hyperhidrosis);
- modifications or failure to follow the recommended aftercare instructions;

- abuse, negligence, accident, fire or water damage, transportation by the customer, or other causes beyond our control.

Please follow the [Aftercare Guide](#) and [Assembly Guide](#) to avoid voiding this Warranty. These instructions were included in your Product packaging are available online at my.secretlab.co.

c. How to make a warranty claim

Please submit your warranty service claims within **14 days of noticing the defect**. If you have not registered your Product with us, you must provide your order number to validate your warranty. Submit your claims through the [contact form](#) or by writing to us at support@secretlab.co to ensure proper handling. You must provide us with a clear picture of the alleged defect. If you refuse to send us the picture we need to process your claim, we may assume that you have abandoned your claim or that it is invalid. To the extent permitted under the laws, Secretlab reserves the right to refuse any warranty claims if it has reason to believe that the claim is fraudulent or made in bad faith.

Secretlab's warranty service enables you to service your own Product. For defects in faulty parts, we will ship the replacement parts to you **free of charge**, and provide you with the necessary installation or assembly instructions. You may replace the parts by yourself or through a third party, but we won't be responsible for any labour costs due to the replacement.

Replacements will consist of new items and/or already used items that are in new condition in terms of performance and reliability. However, replacements may vary in looks from what you bought. Replacement items will be warranted until the end of the warranty period for the originals which they replaced or 30 days from the date you receive the replacement items, whichever is later.

We may need you to ship back faulty parts to us. If so, we will arrange to pick up the defective parts from you at our own cost.

Should you require us to repair or replace an item that is out of warranty, you will pay for all the costs of repair and replacement. Examples of these costs include handling, transport, packaging and shipment charges and customs duty.

d. Limitation on transferability of warranties

The Secretlab Limited Warranty applies to the original purchaser only. All subsequent owners of

the Secretlab Product acquire it "as is". Any attempt to transfer any warranty in violation of this paragraph will void the warranty.

If you have questions about the transferability of your warranty, please contact Secretlab at support@secretlab.co.

e. Limitations of our liability to you

WE ARE RESPONSIBLE ONLY FOR THE ACTUAL AND DIRECT DAMAGES YOU SUCCESSFULLY PROVE IN COURT TO HAVE RESULTED FROM YOUR PURCHASE OF THE PRODUCTS. IN NO EVENT WILL OUR LIABILITY TOWARDS YOU EXCEED THE PRICE YOU PAID FOR THE PRODUCTS.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for :

- death or personal injury resulting from negligence; or
- fraud or fraudulent misrepresentations.