

Effective as of 24 February 2020

Warranty

This Warranty does not override your statutory rights that cannot be waived or limited by contract. Consumers are free to make a warranty claim under this Warranty. They may also exercise their statutory consumer rights.

Note: This Warranty is valid only for chairs that you bought through authorised channels (**Products**). Our authorised channels are (a) the website **secretlab.sg** and all Secretlab sites around the world that are associated with it; and (b) any store registered in the name of a Secretlab entity on online marketplaces (together, the **Stores**). Regrettably, we can't determine the authenticity or original condition of products sold through other 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 Stores;
- The quality of the Product will be reasonably satisfactory; and
- The Product will fit your particular purpose if we promised that the Product would meet a need you told us about, based on our records.

Secretlab Warranty (SG)



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 secretlab.sg/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.

b. What our Secretlab Peel Guarantee covers

In addition to the general warranty, the Secretlab Peel Guarantee covers all of the following products that are bought through our Singapore online store at secretlab.sg and used exclusively in Singapore (**Eligible Chairs**) for the following duration

Product
Secretlab 2020 Series PU Leather Chairs
Secretlab 2018 Series PU Leather Chairs

The Secretlab Peel Guarantee applies to the Eligible Chairs whether purchased before or after the effective date of this Warranty.

Under the Peel Guarantee, Secretlab warrants the Eligible Products against peeling of the PU Leather that is commonly caused by humidity and perspiration.

To make a claim under the Secretlab Peel Guarantee, your Eligible Chair must still be under warranty.

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.

c. 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 Stores 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;
- 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 secretlab.sg.

d. 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.sg 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.

e. Limitation on transferability of warranties

The Secretlab Warranty applies to the original purchaser and any heir or assignee. However, an heir or assignee can benefit from this Warranty only by presenting the original order number to Secretlab. The warranty period starts from the delivery date to the original purchaser and won't be extended as a result of the transfer.

If you have questions about any warranty transfer, please contact Secretlab at support@secretlab.sg.

f. 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;
- fraud or fraudulent misrepresentations; and

- consumer protection that is mandated by statute and cannot be waived or limited by contract.
-

a. Other important terms

The laws of Singapore governs all adversarial proceedings between you and Secretlab concerning this Warranty.