

Last Updated: 21 June 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.

1. Warranty

Secretlab Chairs (the "**Products**") are warranted for a period of:

1. **three (3) years** for Secretlab 2020 Series Chairs ("**Secretlab 2020 Chairs**")
2. **five (5) years** for Secretlab 2020 Chairs properly registered under the 2-year Extended Warranty Program at www.secretlab.co/redeem
3. **two (2) years** (for all other Products) (the "**Warranty Period**")

against:

1. **missing materials from the Products at the time of delivery;**
2. **defects in the manufacturing of materials used for the Products at the time of delivery;**
3. **failure of the Products to correspond with the description in the applicable contract of sale at the time of delivery; and**
4. **major defects in the functionality of hydraulics, armrests, backrest recline, and casters, such as:**
 - (a) **Skeletal steel frame failure**
 - (b) **Casters Mechanism failure**
 - (c) **Recline Mechanism failure**
 - (d) **Tilt Mechanism failure**
 - (e) **Gas Lift failure**
 - (f) **Armrest mechanism failure**

Subject to the following:

1. **to benefit under this warranty, Secretlab must be notified of any defect within 14 days of the occurrence of such defect via an image or video of the relevant defect sent electronically to support@secretlab.co; and**
2. **to the extent permitted under the Consumer Law, all parts replaced or repaired under this warranty shall be warranted for the remainder of the original Warranty Period, or 30 days, whichever is longer.**

1b. What our warranty does NOT cover

For the avoidance of doubt, this warranty does not cover the following:

1. **Other than what is covered in the 2020 Peel Protection Guarantee (see Section 2 below), wear and tear of surfaces, including but not limited to (a) degradation of upholstery (PU leather / fabric / leather), top portion of armrests, pillows, casters exterior or stitching, (b) damage to plastic coverings, (c) variance of tightness of mechanisms, and (d) cuts, scratches or damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes;**
2. **any claims for indirect, consequential or incidental losses;**
3. **damage to a product that has been modified or altered without the written permission of Secretlab;**
4. **damage caused to the Products during self-assembly due to failure to adhere to the relevant self-assembly manual instructions provided;**
5. **minor misalignments, variations arising out of hand-made workmanship.**

1c. Limited Warranty

Secretlab reserves the right to determine whether a benefit under this warranty may be claimed. Any item requiring replacement due to any of the Exclusions will be at the purchaser's expense. Secretlab reserves the right to decide whether a component should be repaired or replaced. Such replacement or repair is offered by Secretlab at its sole discretion, to the extent permitted under Singapore Consumer Law. Secretlab reserves the right to refuse any claim under this warranty in the event of fraud, dishonesty, misconduct, intentional misuse or abuse of the Product.

Any repair or replacement under this warranty is limited to the defective part or material only. Where Secretlab has determined that a benefit under this warranty may be claimed, the costs incurred in replacing such defective part or material (including in particular the cost of materials or postage) shall be borne by Secretlab. Components replaced under this warranty may vary in colour and texture to the original.

All replacement chair parts purchased by existing Secretlab Chair customers shall be warranted for the remainder of their original Secretlab Chair Warranty Period, or chair parts Warranty Period, whichever is longer (original Secretlab Chair invoice required to be eligible).

This warranty is in addition to any rights a consumer may have under Singapore Consumer Law. Any paragraph of this warranty which is unenforceable or void at law is to be severed and the rest of this warranty will remain in force.

This warranty will end immediately if the Product becomes defective as a consequence of misuse, lack of proper care and maintenance, or commercial-use.

This warranty applies to the original purchaser only who may not assign or transfer any benefit conferred by this warranty and a person who is not the original purchaser shall not have any rights under the Contracts (Rights of Third Parties) Act (Cap. 53B) of Singapore to enforce or enjoy the benefit of any of these terms and conditions herein. For the purposes of any warranty protection from Secretlab, all subsequent purchasers acquire the Product "as is".

1d. Disclaimer of all other warranties and obligations

This warranty and Secretlab's obligations thereunder is in lieu of all other warranties (except for those provided under Singapore Consumer Law, which cannot be excluded) whether expressed or implied, including without limitation the implied warranties or merchantability and fitness for a particular purpose, as well as all other representations made to the original purchaser.

1e. Effective Date

Unless otherwise stated, this warranty shall be effective for purchases of the Products as of the date of delivery.

2. Peel Protection Guarantee for Secretlab 2020 Series Chairs (Singapore only)

The following warranty (the “**2020 Peel Protection Guarantee**”) applies to Secretlab 2020 Chairs purchased and used exclusively in Singapore, as follows:

1. The 2020 Peel Protection Guarantee shall be valid for the period of the applicable warranty for each chair.
2. The 2020 Peel Protection Guarantee will apply to Secretlab 2020 Chairs, whether purchased before or after the implementation of the 2020 Peel Guarantee.
3. The 2020 Peel Protection Guarantee will also apply to Secretlab 2018 Series Chairs for the remainder of each chair's warranty period existing as at the date of implementation of the 2020 Peel Guarantee.
4. The 2020 Peel Protection Guarantee warrants against peeling of the PU Leather, commonly caused by humidity and perspiration.
5. Where Secretlab has determined that a claim under the 2020 Peel Protection Guarantee is valid, Secretlab will provide a replacement in accordance with the applicable warranty terms.

Other than as stated above, all other terms of the Secretlab Warranty shall apply to the 2020 Peel Protection Guarantee, including in particular Section 1c (Limited Warranty) and Section 1d (Disclaimer of all other warranties and obligations).