

Effective as of 11 April 2024

This policy only applies to consumer purchases.

Return Policy

We want you to love your chair! Go ahead. Give it a try. You'll be thrilled with it once you test it out.

Once in a blue moon, you may have some questions about our product. Before you return anything, why don't you write to our awesome customer support team at info@neuechair.com? We will work with you to make things right and get you back in the game!

If the product still doesn't work for you, you can return the product under our no questions asked return policy subject to the conditions set out below.

We only accept returns for items purchased directly from us on neuechair.com. For purchases made with any other distributor, please contact the relevant distributor.

	Category A	Category B
	New and unassembled	Used and undamaged
Return Packaging	To be returned in Original Packaging	
Validity Period for Returns	Up to 49 days from the date you received your product, based on our tracking records	
Return Fee ¹	Free	20%
Damage Fee ²	An additional fee of up to 10% may apply (determined upon inspection of the returned goods)	
Conditions of Return	<ul style="list-style-type: none">Chair is to be in original condition (unused, no assembly attempted)	<ul style="list-style-type: none">Chair is to be disassembled and repacked into original packaging (as per

	<ul style="list-style-type: none"> ● Additional fee may be applicable based on the condition of the returned good ● Return includes any/all replacement parts issued for warranty (if applicable) 	<p>instructions in the provided disassembly video)</p> <ul style="list-style-type: none"> ● Additional fee may be applicable based on the condition of the returned good ● Return includes any/all replacement parts issued for warranty (if applicable)
<p>Refund</p>	<ul style="list-style-type: none"> ● Will be initiated within 5 working days after the returned goods pass our inspection ● Will be processed via the same means of payment used for the initial transaction and credited to your account within a few days, depending on your bank's practice. ● Any shipping costs paid by you when making your purchase will not be refunded. 	

Please follow our return instructions. You are responsible for ensuring that the goods are **returned to the correct location in good condition, including its original packaging**. We are not responsible for any items that are lost or damaged while in transit or rejected because it was sent to the wrong address.

For high value goods, we encourage you to pay for shipping insurance to safeguard against any loss or damage. You are responsible for any insurance claim filing with the carriers.

All refund amounts and return decisions by Secretlab are final.

¹ Return fee % is calculated based on the final payable amount of your order during checkout.

² If the returned goods show signs of wear and tear that are beyond what is reasonably expected for you to try them out for suitability (i.e., **overhandling**), or the packaging is damaged and cannot be reused, we reserve the right to deduct from your refund the loss in the value of our goods that we reasonably determine to have resulted from your overhandling or the damage you caused to our goods (including their packaging).

We will be sad to see you go. However, if you have decided to return an item, please send us your order number and product details by emailing us at info@neuechair.com. We will respond quickly with the return instructions that you will need.



Returns made under our warranty

Don't forget that all of our products are also covered by our manufacturer's warranty. Our standard warranty is in addition to, and does not override, other rights and remedies that you may have at law. Our standard warranty terms can be viewed [here](#).