

Effective as of 11 April 2024

Limited Warranty

This Limited Warranty is in addition to, and 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 Limited Warranty is valid only for products that you bought through our authorised distributors (**Products**). Our authorised distributor in the United States is our online store located at neuechair.com. We also sell our products through other websites hosted on domains that are registered by the Secretlab group of companies and flagship stores established in online marketplaces that are registered under the name of a Secretlab entity or an authorised Secretlab consignee or reseller. We refer to our authorised distributors as the **Stores**. As we cannot determine the authenticity or original condition of products sold through channels outside of our Stores, we regretfully won't be able to provide warranty support for those products.

a. What our limited warranty covers

Secretlab US, Inc. (**we, us and our**) extends the following limited warranty to the buyer of the Products (**you and your**):

- 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.



Your warranty will be valid for the following duration:

Product	Warranty Period
NEUECHAIR: Skeletal Frame, Aluminium Frame, Wheelbase and Polyamide Frame	12 years
NEUECHAIR: Lumbar Support and Central Mechanism Hub	5 years
NEUECHAIR: Armrest Mechanism, Casters Mechanism and Gas Lift	3 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 unlikely event that 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 and enjoyment of the Product in question 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 limited warranty does not cover

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

- wear and tear, or due to the aging of materials;
- aesthetic defects or 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, use or care, contact with animals, or site or environmental conditions (such as environments with high heat, high humidity, high salinity or pollutant gases);
- use in anything other than a domestic, private and non-commercial setting;
- contact with moisture (including, without limitation, due to conditions such as hyperhidrosis or contact with aqueous or organic solvents), thermal degradation or elements that are known to cause a breakdown of materials;



- modifications or failure to follow the recommended assembly or aftercare instructions; or
- abuse, negligence, accident, fire or water damage, transportation by the customer or other causes beyond our control.

To prevent the voiding of your Warranty, please follow the instructions provided on the [Resources](#) page.

c. How to make a warranty claim

Please submit your warranty service claims promptly. For your warranty claims to be effective, you **must** submit your claims within **14 days of noticing the defect**.

You must provide your order number to validate your warranty. Submit your claims by emailing us at info@neuechair.com to ensure proper handling. You must provide us with a clear picture of the alleged defect. If you refuse to send us the picture that we need to process your claim, we may assume that you cannot substantiate your claim or have abandoned your claim.

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 may vary slightly in looks from what you bought because some of our parts are finished by hand. 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 return defective parts or goods to us. If so, we will collect the defective parts or goods from you at our own cost or we will provide you with shipping instructions to ship the defective parts or goods back to us 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.



If, after a reasonable number of attempts, we are not able to fix the defects in the Products, we will replace the Products or reimburse you in an amount equal to the purchase price you paid less that amount directly attributable to use by you prior to the discovery of the nonconformity.

d. Limitation on transferability of warranties

The Neuechair 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 Neuechair at info@neuechair.com.