

Update on : 13 October 2020

Return and Refund Policy

At Blackwolf Singapore, we stand behind our products and believe in offering our customers not only the best chair of its kind, but also the best experience.

However, we want to make sure that the exchange or return process is as easy as possible for you if you still don't feel fully happy with your order.

Don't forget that your Blackwolf chair is covered by our three (3) years warranty until making a return. To resolve any problems you might have, our customer support team will do their best. In the unlikely event that you need to return a product, we invite you to review the following return condition terms:

- Return / Restocking fee – Free
- Return product in original packaging.
- Return products within thirty (30) days of delivery date.
- Damage charges may apply if goods are damaged or missing parts when we receive them.

Condition of Product for Return

- The chair must be in good condition.
- Original packaging must not be damaged
- The chair must be completely disassembled and pack properly in the original box.

Refund

- Refund will be initiated within 10 business days after inspection of the returned goods.
- If your refund is approved, the funds are applied to the same payment method that you used to buy the item. Depending on the bank's processing time, it can take anywhere from 5-10 business days to show up on your bank account.

You are responsible for properly packing and shipping your return product. Blackwolf Singapore will not be responsible for any return chair that are damage, rejected or lost during shipping.

Blackwolf reserve the rights to reject any refund or return, if the goods are not properly pack according to the above requirement.

Please kindly contact our support team with your order number at: support@blackwolf.sg