| Mad some increased by the of my C   | Likes  | Dislikes                             |          |  |  |  |  |  |
|---|--|--------------------------------------|----------|--|--|--|--|--|
| Had some issues with two of my C On both cases the support team w It involved delivery of a chair base All covered by warranty. Very happ 100% recommended Support team was prompt and helpful and all positive |  |                                      |          |  |  |  |  |  |
| It involved delivery of a chair base All covered by warranty. Very han  |  |                                      |          |  |  |  |  |  |
| 100% recommended Support team was prompt and helpful and a positive   |  | Base, casters, arm issues            |          |  |  |  |  |  |
|   | Comfortable<br>Good technology in the chair  |                                      |          |  |  |  |  |  |
| Par along to sink, Eas almost think   | Good technology in the chair<br>Admire the company's constant improvem                   | ents                                 |          |  |  |  |  |  |
| I'm close to sixty. For almost thirty P.S.: regarding the packaging and The SecretLab Titan Evo is a computer scie positive   | Good packging<br>Easy assembly   |                                      |          |  |  |  |  |  |
| Great product, even greater suppx The filting seat makes this product The filting seat makes this product beat the positive   | Better than DXRacers<br>Customer support fixes minor issues fast                         |                                      |          |  |  |  |  |  |
| Fantastic products right from the p<br>I took the MAGNUS pro desk and MAGNUS pro desk and the Titan EVO chair positive  |  |                                      |          |  |  |  |  |  |
| I took the MAGNUS pro desk and MAGNUS pro desk and the Titan EVO chair positive   | Excellent  |                                      |          |  |  |  |  |  |
| Recently had an issue with my ch: Recently had an issue with my chair and re-positive I bought the Titan Evo Regular, a l   | Support team quickly fixed an issue  |                                      |          |  |  |  |  |  |
| I had several questions to Secreti:   |  |                                      |          |  |  |  |  |  |
|   |  |                                      |          |  |  |  |  |  |
| The only thing that I can criticize is  | Comfortable chair<br>Helpful support   |                                      |          |  |  |  |  |  |
| Overall, i highly recommend buyin I bought the Titan Evo Regular, a lumbar pri positive   |  |                                      |          |  |  |  |  |  |
| I ordered a chair from this compar I ordered a chair from this company. Great s positive  | No complaints  |                                      |          |  |  |  |  |  |
| I had an issue with my chair 2 yea Custom care team always replied in less tha positive.  The support was polite and fast, in The support was polite and fast, my warrant positive.                             | Customer support fixed an issue on a 3-ye<br>Customer Support fixed a warranty issue of  |                                      |          |  |  |  |  |  |
| Super fast response and super fast Secret labs have responded quickly to the positive   | Customer Support fixed a warranty issue of   | quickly                              |          |  |  |  |  |  |
| Excelent customer support and pr Keep up great work Secretiab. Excelent cust positive   | Good customer support & product  |                                      |          |  |  |  |  |  |
| Expensive af but if you have the rr Expensive af but if you have the money, the positive  | Satisfied  |                                      |          |  |  |  |  |  |
| Had an issue with my chair hydrol Had an issue with my chair hydrolics after a positive   | Customer Support fixed a warranty issue of   | quickly                              |          |  |  |  |  |  |
| Brilliant after sales service from th Brilliant after sales service from SecretLab to positive  I had a tear in my armrest, Even tt I had a tear in my armrest, Even though this positive                       | Customer Support fixed a warranty issue of<br>Customer Support fixed a warranty issue of | quickly                              |          |  |  |  |  |  |
| The Products  | Customer Support fixed a warranty issue of   | quickly                              |          |  |  |  |  |  |
| So everyone gets this   |  |                                      |          |  |  |  |  |  |
| 1 1   |  |                                      |          |  |  |  |  |  |
| The Customer Service could be al  |  |                                      |          |  |  |  |  |  |
| The stuff Secret Lab deliver to you   |  |                                      |          |  |  |  |  |  |
| Anyone perceiving Secret Lab in a   |  |                                      |          |  |  |  |  |  |
| Magnus Pro Desk, PC Mount, Hei  |  |                                      |          |  |  |  |  |  |
| Expensive Desk but worth every s  |  |                                      |          |  |  |  |  |  |
| Thanks Guyst: o) The stuff Secret Lab deliver to you & the ms positive  | Magnus Pro desk buying process was sme<br>Good quality products                          | ooth                                 |          |  |  |  |  |  |
| Thanks Guyst :o) The stuff Secret Lab deliver to you & the ms positive  Well they answered very quickly, r "Since I was under warranty I didn't have to positive  | Good quality products  Customer Support fixed a warranty issue of                        | nuickly                              |          |  |  |  |  |  |
| Bought the Magnus desk pro XL a   |  | quickly                              |          |  |  |  |  |  |
| When contacting support over a q Bought the Magnus desk pro XL and I have positive  | Bought a Magnus Pro desk<br>Good customer support  |                                      |          |  |  |  |  |  |
|   | Comfortable  |                                      |          |  |  |  |  |  |
| i bought a chair a couple of years i bought a chair a couple of years ago (batm positive  | Customer Support fixed a warranty issue of   | quickly                              |          |  |  |  |  |  |
| Fast and easy. Just a small clip of Just a small clip of the problem and they se positive   | Customer Support fixed a warranty issue of   | quickly                              |          |  |  |  |  |  |
| Amazing Magnus Pro desk and br Amazing Magnus Pro desk and brilliant sup positive<br>My amazing chair developed a fat My amazing chair developed a fault I connet positive                                      | Good customer support (Magnus Pro) Good customer support                                 |                                      |          |  |  |  |  |  |
| Great communication with custom Great communication with customer, very fr positive   | Good customer support  |                                      |          |  |  |  |  |  |
| Brilliant Chair and Customer Servi Secretlabs Customer server team sorted my positive   | Customer Support fixed a warranty issue of   |                                      |          |  |  |  |  |  |
| The delivery was fast. Customer s Customer support was super helpful when a positive  | Customer Support fixed a warranty issue of   |                                      |          |  |  |  |  |  |
| Outstanding service. I broke a par Outstanding service. I broke a part of my chi positive   | Customer Support fixed a warranty issue of<br>Comfortable                                | quickly                              |          |  |  |  |  |  |
|   | High-quality build<br>Fast customer support answers                                      |                                      |          |  |  |  |  |  |
| I got my new titan evo chair delive I got my new titan evo chair delivered and a positive   | Fast customer support answers Good customer support                                      |                                      |          |  |  |  |  |  |
|   | Fast delivery  |                                      |          |  |  |  |  |  |
| Love it love it received my Diablo The Diablo chair was created by secret labs positive<br>The desk is superbe, shouts quali  | Great chair  |                                      |          |  |  |  |  |  |
| Assembly was very simple. (Do no  |  |                                      |          |  |  |  |  |  |
| I'm 1m90 (6f2 in freedom units) ar  |  |                                      |          |  |  |  |  |  |
| Only downed were the delivery w   | Magnus desk buyer  |                                      |          |  |  |  |  |  |
| Only downside was the delivery, w<br>Still, I would have chosen more re. The desk is superbe, shouts quality and strepositive   | Magnus desk buyer<br>High quality<br>Provides good ergonomic relief                      | Slow delivery, damaged boxes         |          |  |  |  |  |  |
| I got all the answers I was looking "I got all the answers I was looking for," say positive   | Good customer support  |                                      |          |  |  |  |  |  |
| The customer support is very quic The customer support is very quick and help positive  | Customer Support fixed a warranty issue of   | quickly                              |          |  |  |  |  |  |
| Best customer support out there. (i've had at least 3 great experiences with the positive   | Good customer support to fix issues  |                                      |          |  |  |  |  |  |
|   |  |                                      |          |  |  |  |  |  |
| My chair was still under warranty. Lou had been giving me parts/ord I cannot recommend these chairs Support and the quality of the products are positive  |  |                                      |          |  |  |  |  |  |
| My sons have had several Secreti Customer support is outstanding and I woul positive  | Fast customer support  |                                      |          |  |  |  |  |  |
|   | Easy to buy online<br>Fast delivery  |                                      |          |  |  |  |  |  |
| I bought a Gaming Chair for my S I bought a Gaming Chair for my son(26) He positive   | Fast delivery Comfortable for special needs users Happy experience                       | Difficult to assemble for 3 disable  | d needle |  |  |  |  |  |
| Thought a Gaming Chair for my S. I bought a Gaming Chair for my son(26) He positive  Chat support is absolutely top not Chat support is absolutely top notch. Shippi positive                                   | Happy experience I<br>Great support  | Democratic or assemble for 3 disable | a people |  |  |  |  |  |
| I haven't received the desk yet bul I haven't received the desk yet but the email positive  | Friendly support   |                                      |          |  |  |  |  |  |
| Great products and awesome sen Great products and awesome service! They positive  | Satisfied  |                                      |          |  |  |  |  |  |
| Extremely quick and great respon I'll only buy my chairs from here. Extremely positive  | Good customer support  |                                      |          |  |  |  |  |  |
| I talked with Several of the team b   |  |                                      |          |  |  |  |  |  |
| Since then I meet a few people will instagram I talked with Several of the team before I dec positive   | Helpful customer support   |                                      |          |  |  |  |  |  |
| i tanco mui ocreta o inc atam serve i del postave   |  |                                      |          |  |  |  |  |  |
| Quick and helpful! Arm broke on n Arm broke on my 3 year old chair and I had positive   | Customer Support fixed a warranty issue of   | on a 3-year-old chair                |          |  |  |  |  |  |
|   | Fast delivery Easy assembly Comfortable  |                                      |          |  |  |  |  |  |
| I ordered the regular size I'm 5ft 1 The comfort of this chair is next level the lun positive   | Comfortable<br>High quality build  |                                      |          |  |  |  |  |  |
| very fast responce and my issue r very fast responce and my issue resolved as positive  | Fast customer support  |                                      |          |  |  |  |  |  |
| Issue with backrest resolved really Issue with backrest resolved really quickly w positive  | Customer Support fixed a warranty issue of   | quickly                              |          |  |  |  |  |  |
| Great customer service and great Great customer service and great product . I positive<br>I ordered a Magnus Pro desk with  | Customer Support fixed a warranty issue of   | quickty                              |          |  |  |  |  |  |
| -   |  |                                      |          |  |  |  |  |  |
| The packaging was very impressi   |  |                                      |          |  |  |  |  |  |
| The instructions are easy to follow   |  |                                      |          |  |  |  |  |  |
| I will be doing business with them  |  |                                      |          |  |  |  |  |  |
| _   | Magnus Pro desk arrive damaged - fast re<br>High quality build                           | esolution                            |          |  |  |  |  |  |
| TL;DR: Products on point. Custorr Magnus Pro desk is a Magnus Pro with ever positive  | Impressive packaging   |                                      |          |  |  |  |  |  |
|   | Fast delivery<br>Comfortable chair   |                                      |          |  |  |  |  |  |
| Amazing product,great design and Amazing product,great design and prompt dipositive   | Comfortable chair<br>Free 5-year warranty extension                                      |                                      |          |  |  |  |  |  |
| Great experience ordering from se   | Good support<br>Good chair   |                                      |          |  |  |  |  |  |
| If u are still looking for a chair with Great experience ordering from secretlab, e positive  | Nice upholstery  |                                      |          |  |  |  |  |  |
| Great customer service via chat (. Great customer service via chat (Jester) I h positive  | Good customer support  |                                      |          |  |  |  |  |  |
|   |  |                                      |          |  |  |  |  |  |

| Original Summary Sentiment  | Likes  | Delikes  |
|---|--|--|
| I've had my Secretlab Titan chair f   |  |  |
| BUT, i filed in a warranty claim and  |  |  |
| "NO PROBLEM" Secretlab said, s  |  |  |
|   |  |  |
| Wonderful chair, top-tier service!  |  |  |
| I already 100% recommended Ser  |  |  |
| 10/10!!! The filt-mechanism of the Titan chair broke positive   | Customer Support fixed a warranty issue                          | quickly  |
| Quick, to the point and accurate si Quick, to the point and accurate support. Qi positive   | Good customer support  |  |
| I can't recommend SecretLabs en SecretLabs are extremely helpful and knowl positive   | Customer Support fixed a warranty issue of                       | quickly  |
| Secretlab are brilliant, 5 stars. I cc Secretlab are brilliant, 5 stars. I contacted if positive  | Fast customer support  |  |
| Super helpful staff, processed my Super helpful staff, processed my request s positive  | Good customer support  |  |
| I've bought 3 chairs from Secretlal   |  |  |
| I did find that on one chair, one of  |  |  |
| No complaints. Will use again for Tve bought 3 chairs from Secretlab over the positive  | Owns three chairs<br>Secretlab quickly replace fault arms on on  | 76   |
| I've had my Joker seat for 2 years  | , , ,  |  |
| Secretiab team dispatched new in<br>I will be looking to upgrade my der I've had my Joker seat for 2 years now. Over positive   | Customer Support fixed a warranty issue of                       | ng a Swerold chair   |
| I bought a chair for my work as I s. After about 3 years, I noticed that the lower positive   | Customer Support fixed a warranty issue of                       | on a System of chair   |
| Communication is prompt, friendly Communication is prompt, friendly, and accipositive   | Good customer support  |  |
| Quick to help, offered to replace in Quick to help, offered to replace my Titan of positive   | Customer Support fixed a warranty issue of                       | quickly  |
| The employee by the name of Gei "It went all quick and without a hurdle. The cositive   | Good customer support  |  |
| I had a problem with my chair, I had a problem with my chair, I had broken positive   | Customer Support fixed a warranty issue of                       | quickly  |
| Ordered 30/08/2023 and received<br>Although there was a small delay,  | Good customer service  |  |
| The chair itself is so comfortable b I am 6'3", slender build and have I  | Comfortable chair Nice designs Good for taller people            |  |
|   | Good for taller people   |  |
| 100% recommend the Omega 201 The design is spectacular (Alliance, World c positive  | Good adjustable features   |  |
| Great comunication from the more Great comunication from the moment I've or positive  Quick response from team verifie  | Good support team  |  |
|   |  |  |
| *This was for a Titan Evo pillow . Quick respressitive  | Customer Support fixed a warranty issue of                       | quickly  |
| I bought a cyberpunk chair. Match   |  |  |
| The colors are bright and artwork   | Good build quality   |  |
| i am 170cm, 88 KG. it is well supp The colors are bright and artwork is nice . Tr positive  | Nice aesthetics<br>A good for for big guys                       |  |
| I was impressed by the speed of r I was impressed by the speed of response, positive  | Customer Support fixed a warranty issue of                       | quickly  |
| Great! Give Loreine a raise Loreine, Loreine and Loreine all get a raise positive   | Good customer support  |  |
| Pve owned this chair for two years Great team and great product! Pve owned this chair for two years now and i positive  | Customer Support fixed a warranty issue of                       |  |
| I came down with a couple of prot I came down with a couple of problems on a positive   | Customer Support fixed a warranty issue of                       |  |
| Wow, what a great gaming chair, v The gaming chair is a great gaming chair, v positive  | Worth it   | decox  |
| After an initial problem with the sh After an initial problem with the shipping ad positive   | Customer Support fixed a warranty issue of                       | quiddy   |
| Secretlab products are genuinely: Secretlab products are genuinely amazing, positive  | Received a fault desk part; customer supp                        | port shipped out a new one quickly   |
| I'm proud owner of a Titan XL, off I'm proud owner of a Titan XL, off of the war positive   | Good customer support<br>Fast issue resolution                   |  |
| After 3 years use of my chair the li After 3 years use of my chair the lower tilt fu positive   | Customer Support fixed a warranty issue                          | minutes and the second  |
| My hydraulic spring of my Titan ch My hydraulic spring of my Titan chair started positive   | Customer Support fixed a warranty issue                          |  |
|   | Good quality products  |  |
| The quality of their product and th The quality of their product and their custom positive  | Good customer support  Customer Support fixed a warranty issue   |  |
| I've had my Titan since 2019 and i Last year I broke the reclining mechanism a positive<br>Recently the right armrest of my s   | Customer Support fixed a warranty issue of                       | yn a Syear-ola chair   |
|   |  |  |
| To conclude great customer exper The right armrest of my secretiab started to positive<br>I had an issues with the two arm r  | Customer Support fixed a warranty issue of                       | , quotoy   |
| Great experience the people that   After reporting it and submitting pictures of t positive   | Customer Support fixed a warranty issue                          |  |
| The armchair on my 2020 Secrets   | Customer Support fixed a warranty issue of                       | , quory  |
| I filed a support request without m The armchair on my 2020 Secretlab Titan b positive  | Customer Support fixed a warranty issue of                       |  |
| I had a fault with my chair after 3 v After a fault with my chair after 3 weeks, a b positive   | Customer Support fixed a warranty issue of                       | on a 3-year-old chair  |
| I've had a great experience with the Seriously, compared to most supp   | Good customer support  |  |
| Seriously, compared to most supp<br>I normally never bother writing rev I've had a great experience with Secretiabs ineutral  |  |  |
| UPDATE: was advised the cable r   |  |  |
| Awful company, charge a huge an   |  |  |
| Do yourself a favour and use a dif The company charge a huge amount of mor neutral  |  | Missing items after delivery Poor customer support   |
| I recently bought the Secretlab M/  |  |  |
| I've been using it for the past 3 da  |  |  |
| Lalso like the lights, but I'm not su   | Magnus Pro desk buyer<br>Premium look and feel                   |  |
|   | Nice lighting effects  |  |
| Overall, I'm very happy with the pt The Secretiab MAGNUS Pro XL desk looks neutral  | Useful addons  | Broken lighting connector cable  |
| It took weeks to get my replaceme It took weeks to get my replacement part shi neutral  |  | It took 2 weeks for replacement pasts on hip The customer had to pay for shipping The customer had to pay for shipping   |
| Receiving a chair with rusted scre  |  |  |
| Customer service in the web can I   |  |  |
|   | 0  |  |
| Overall, a horrible company to des  | Chair came with a rusted screw<br>Slow customer support response |  |
| Product quality? rusted screw and If you are lucky, you will receive reply by en negative   | Slow customer support response<br>Horrible experience            |  |
| Secretlab were not able to give an<br>They were also not able to escalar  |  |  |
| All in all quite worrying for a comp Secretlab were not able to give any responsingative  |  | Secretable could not define their warranty policy secretable of not execute the counter of such execute (secretable of not execute the countered in such existent the countered in such existent execute (secretable of not execute the countered in such existent execute (secretable of not execute the countered in such existence).  |
| All in all quite worrying for a comp. Secretiab were not able to give any responsing additional<br>I wanted to buy your desk for my c. I wanted to buy your desk for my company I negative. |  | Secretables of not descalable the customer's statue bast enough Couldn't pale a proper principe from a reasons Couldn't pale a proper principe from a reasons Opinion  |
| Ive had the worst customer service  |  | Chair strived damaged  |
| I bought my chair in September 2(<br>The chair itself arrived damaged. The had the worst customer service experier negative   |  | Chair serviced damaged Hast to wait all days for angiacement Secretal Observation Health to wait all days for angiacement secretal Observation Herma 1250 for a replacement sect   |
| The impressive duo, Secret Labs   |  | usus-seaso visingesi unioni er i keu mit er spinosimoriti suuti  |
|   |  |  |
| I have been very patient before w   |  |  |
| This is the worst customer service. The impressive duo, Secret Labs and XDP. negative   |  | XDP couriers lost their chair  |
| Unfortunately I can not review the I've spent a total of about 3-4 hours this wee negative  |  | XDP couriers lost their chair  |
| The chair is way too expensive for  |  |  |
| Secretlab knows about these prob  |  |  |
| Besides that they are faking the re   |  |  |
| I know it is sometimes hard, when   |  | Poor quality, high price   |
|   |  | Chan guants (vigit Atte.) (vigit Atte.)  Chan guants (vigit Atte.)  Chan gu |
| Save yourself the stress and prob The chair is way too expensive for its quality negative   |  | Lesign soues   |
|   |  |  |

| Original  | Summary  | Sentiment                             | Likes | Dislikes   |  |  |  |  |  |  |  |  |
|---|--|---------------------------------------|-------|--|--|--|--|--|--|--|--|--|
| Edit2: Under the Consumer Rig   | ghts   |                                       |       |  |  |  |  |  |  |  |  |  |
| Edit: Took a lot of back and fou  | irth   |                                       |       |  |  |  |  |  |  |  |  |  |
|   |  |                                       |       |  |  |  |  |  |  |  |  |  |
| Ignore any review from reviewe  | ers  |                                       |       |  |  |  |  |  |  |  |  |  |
| They're comfortable, but the qu   | ualit  |                                       |       |  |  |  |  |  |  |  |  |  |
| I use the chair every day worki   | ng   |                                       |       |  |  |  |  |  |  |  |  |  |
| The arm rests are made from a   | a m  |                                       |       |  |  |  |  |  |  |  |  |  |
| The base eventually ended up  | wit  |                                       |       |  |  |  |  |  |  |  |  |  |
| Also to add, they remove my n   | egs  |                                       |       | Quality concerns<br>Durability issues  |  |  |  |  |  |  |  |  |
| Contacting their customer serv  | ice: The arm rests are made from a material th         | nat negative                          |       | Had to make many warranty claims<br>Poor customer support                              |  |  |  |  |  |  |  |  |
| Yes emailed on the 8th and the  | en t   |                                       |       |  |  |  |  |  |  |  |  |  |
| In reply to your response secre   | et la  |                                       |       |  |  |  |  |  |  |  |  |  |
| Edit: 5 days later, still not gettin  | ng a   |                                       |       | Delivery issues<br>Poor issue resolution   |  |  |  |  |  |  |  |  |
|   | -  |                                       |       | XDP couriers delivered to the wrong address  |  |  |  |  |  |  |  |  |
|   | ver Chair was attempted to be delivered to a           | hd negative                           |       | Refund or replacement uncertainty  |  |  |  |  |  |  |  |  |
| Purchased a chair online, after<br>Fobbed off with excuse after ex<br>The total cost showed as £508 | xcu<br>an  |                                       |       |  |  |  |  |  |  |  |  |  |
| Invoice sent to me via email als  |  |                                       |       | The company did not honor listed discounts   |  |  |  |  |  |  |  |  |
| Sad really as I was impressed<br>Now I've got to go back to look                                    | witt<br>ing Purchased a chair online, after being assi | ur negative                           |       | Inaccurate invoice provided  |  |  |  |  |  |  |  |  |
|   |  |                                       |       | Received a faulty chair<br>Support taking long to resolve it                           |  |  |  |  |  |  |  |  |
| Bought a titan Evo last month,  | sid Bought a titan Evo last month, side cover          | st negative                           |       | Support taking long to resolve it  |  |  |  |  |  |  |  |  |
| Honestly, the chair is pretty rub   | bis  |                                       |       |  |  |  |  |  |  |  |  |  |
| If you plan to make the mistake   | e of   |                                       |       | Caused back pain   |  |  |  |  |  |  |  |  |
| The built-in lumbar support is to   | erri The built-in lumbar support is terrible for T     | ita negative                          |       | Terrible lumbar support<br>Inaccurate size ratings                                     |  |  |  |  |  |  |  |  |
| SecretLab were very happy to  | tak  |                                       |       | Delayed shipping   |  |  |  |  |  |  |  |  |
| Update: 13/10/2023  | t th SecretLab were happy to take my money             | 1( negative                           |       | Poor communication<br>Lack of courier tracking   |  |  |  |  |  |  |  |  |
| Worst customer experience in  |  | · · · · · · · · · · · · · · · · · · · |       |  |  |  |  |  |  |  |  |  |
| 2 weeks ago, I purchased a ga<br>I immediately wrote to them, as                                    | imir<br>ekin   |                                       |       |  |  |  |  |  |  |  |  |  |
| After 1,5 weeks of battling with  |  |                                       |       |  |  |  |  |  |  |  |  |  |
| Actually horrible, incompetent  |  |                                       |       | Bought a desk, but the power supply didn't match their region                          |  |  |  |  |  |  |  |  |
| I've spoken to an Edward, Mari  | cus<br>ia, / Worst customer experience in history: Wo  | ors negative                          |       | Had to buy a power adapter   |  |  |  |  |  |  |  |  |
| Chair has fallen anart after 3 w  | ean Chair has fallen apart after 3 years they          | lir negative                          |       | Chair fell apart after 3 years<br>Was asked to pay 25% of the original cost for repair |  |  |  |  |  |  |  |  |
| Orner new nemon apart after 5 ye  | con crisis new renor separt dilet 3 years tiley        | III THE GUILLE                        |       | The same to pay 20 to or the original cost for repair                                  |  |  |  |  |  |  |  |  |

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