

## Company Information

MERCURY STAR s.r.o.

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75661 Roznov pod Radhostem, CZE

VAT: CZ62300164

## 1. What our warranty covers

DXRacer Europe promises to repair or replace any DXRacer Europe product or component that DXRacer Europe finds to be defective in material or workmanship during the warranty period. All parts that assemble to the exterior of the chair are considered “parts” which are covered by the warranty. Only products sold in the European Union are covered by this warranty policy. DXRacer will honor the warranty from the date your original order was shipped so long as you, the original purchaser, still owns it.

For the following time periods, your warranty will be in effect:

**All Gaming Chairs Series – 2-year warranty**

**Accessories (including the battery of Martian Series) – 2-year warranty**

## 2. What our warranty does not cover

- Wear and tear, which is to be expected over the course of ownership.
- Modifications or attachments to the product that are not approved by DXRacer.
- Products that were not installed, used, or maintained in accordance with product instructions and warnings.
- Misuse, abuse, and intentional damage to the product by humans.
- The material or upholstery fades, peels, loses its texture, etc. after a period of use.
- Human misuse or abuse causes injury, bodily harm, or accident.

## 3. How to get our warranty service

### ● 1.1 In Warranty

If you need warranty service, you can log in to your account and click the button “After-Sales” on the lower right side of your order. Then fill out the form to tell us the details and wait. You will receive an email notification after approval.

### ● 1.2 Out Of Warranty

You can purchase your replacement parts quickly and easily in two ways:

① Log in to your account and go to find Parts Page. Then enter its series/model or upload a front view photo of your chair. We'll help you find its model and corresponding parts. You can easily make a purchase by clicking on our link through our system's search results.

② If you are a big fan of DXRacer and familiar with which series your chair belongs to and its corresponding parts, then you can make a quick purchase through After-Sales Service Page.

### ● 1.3 Others

① If you encounter any difficulties with the method mentioned above, you can visit the Contact DXRacer page and fill out the form to let us know about the issue you are facing. We'll get in touch with you as soon as we can.

② Please have your detailed order information ready for the Warranty Department to begin your claim. You will be required to send photos or videos of the complication you are experiencing to allow our Warranty Department to further assist you.

③ If you purchased your chair through a licensed 3rd party vendor, you will need to supply a copy of your receipt. Licensed 3rd party vendors can carry their own policies which can alter the length of the warranty for the chair purchased will extend to. DXRacer cannot extend or alter the warranty that would come with your purchase through a Licensed 3rd party vendor. Please allow 2-4 weeks for your warranty claim to be processed, approved, and shipped.

④ Warranty hours of operation are Monday-Friday 7:30 am to 3:30 pm CET, and closed on Saturday, Sunday, and legal.

## **4. Notice**

- DXRacer does not offer exchanges for our products. You can simply return your chair and repurchase it.
- If your chair is out of warranty and its parts are damaged, you need to purchase new ones.
- To the extent allowed by law, DXRacer makes no other warranty, either express or implied, including any warranty of merchantability or fitness for a particular purpose. DXRacer will not be liable for any consequential or incidental damages.
- Laws of certain European countries does not permit the exclusion of certain implied warranties for consumer products. Therefore, if you are purchasing this product for home or personal use, the exclusion of implied warranties noted in the above paragraph does not apply to you.
- Some European countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from country to country.
- This warranty applies only to products sold within the European Union.